

C-1**GENERAL INFORMATION****Table of Contents**

1.1 OBJECTIVE	1
1.2 DAPS MISSION	1
1.2.1 Mission.....	1
1.2.2 Responsibility	1
1.3 DAPS ENVIRONMENT	1
1.4 SCOPE	1
1.4.1 Work Responsibility	2
1.4.2 Services Provided	2
1.5 MANAGEMENT AND ADMINISTRATION	2
1.5.1 Access to Installations.....	2
1.5.2 Interfaces	3
1.5.3 Inter-Service Support Agreement (ISSA), Service Support Agreement (SSA), Partnering Agreement (PA), Memorandum of Understanding/Agreement (MOU/MOA)	4
1.5.4 Service Provider Administration	4
1.6 PLANS REQUIRED TO BE SUBMITTED WITH OFFER	7
1.6.1 Operations Plan	7
1.6.2 Quality Control/Customer Satisfaction Plan (QC/CSP)	8
1.6.3 Surge, Sustainment and Mobilization Plan (SSMP)	10
1.6.4 Business Organization Plan (BOP)	11
1.6.5 Facilities Plan	12
1.6.6 Subcontracting Plan	12
1.6.7 Transition Plan (TP)	12
1.7 COMPLIANCE	13
1.7.1 Permits.....	13
1.7.2 Inspection by Government Agencies	13
1.7.3 Energy and Utilities	14
1.7.4 Environmental Compliance	14
1.7.5 Safety.....	15
1.7.6 Warranty Maintenance	17
1.7.7 Vehicles	17
1.7.8 Weapon and Firearm Control	17
1.7.9 Security Program.....	18

C-1**GENERAL INFORMATION****1.1 OBJECTIVE**

The objective of this contract is to ensure high quality, cost effective, and responsive provision of document products and services with a continuing focus on the transition from a paper-based to a digital document-based environment. The Service Provider shall actively promote document automation and is encouraged to identify/propose technology enhancements and other innovative solutions to facilitate and expedite the Department of Defense's desired transition to a paperless environment to the Contracting Officer (KO) or designee for review and consideration. See Clause H.6, Technology Enhancements and Innovation and Clause H.8, Award Term Option.

1.2 DAPS MISSION**1.2.1 Mission**

DAPS mission is to provide best value document automation solutions world-wide in support of America's Armed Forces and Federal Agencies, encompassing the capture, management, distribution and output of digital and hardcopy information. DAPS continues to play a key role relative to accelerating DoDs desired transition to a paperless environment.

1.2.2 Responsibility

DAPS is responsible in accordance with Department of Defense (DoD) Directive 5330.3 (Defense Automated Printing Service (DAPS)) to ensure compliance with DoD printing, duplicating, and document automation programs. DAPS provides time sensitive, high quality products and services that are produced either in-house or procured primarily through the Government Printing Office (GPO) to DoD and other federal agencies. In addition, the Joint Committee on Printing (JCP), Congress of the United States, regulations govern all federal printing including the DAPS in-house printing capability. The DAPS Residual Efficient Organization (REO) ensures that services and functions performed and provided by the Service Provider meet the specified standards of the Performance Work Statement (PWS) (see Technical Library).

1.3 DAPS ENVIRONMENT

DAPS manages its worldwide mission through a customer service network comprised of a Headquarters located in Mechanicsburg, PA, 105 major field locations and 175 smaller document automation facilities worldwide. The current DAPS service network is a dynamic one where production requirements and production sites continue to change to best meet DoD demand and evolving requirements. The primary customers are Army, Navy, Air Force, Defense Agencies, and other non-DoD Government agencies. See Technical Exhibit-02 for site profiles.

1.4 SCOPE

The Service Provider shall provide all services, materials, supplies, plant, supervision, labor, and equipment, except as specified in C-3 (Government-Furnished Property and Services) necessary to accomplish the services outlined in this contract, to perform production services functions on behalf of all Document Automation & Production Service (DAPS) locations currently in the Continental United States (CONUS). The Service Provider shall provide the above services in accordance with the terms, conditions, and specifications of this contract. The Service Provider shall assume total responsibility for all requirements stated herein on the commencement date of the performance period.

1.4.1 Work Responsibility

1.4.1.1 The Service Provider shall plan, program, administer, manage, and execute as necessary to provide the specified services.

1.4.1.2 The Service Provider shall comply with applicable Federal, State, Public, and local laws, regulations, and directives to include applicable publications in Section C-6.

1.4.1.3 The Service Provider shall ensure that all work meets standards or tolerances specified in the Contract Specifications, the Performance Requirements Summary (PRS) (see Technical Exhibit-01), or in applicable referenced documents.

1.4.1.4 The Service Provider shall perform all related Service Provider administrative services required to perform the work such as materiel requisitioning, quality control, financial control, and necessary verbal/written correspondence and reporting.

1.4.2 Services Provided

The services required are listed below. These services incorporate a variety of tasks as specified in Section C-5.

- Customer Service and Support, Marketing and Sales
- Document Automation
- Electronic/Electrostatic Output
- Micrographic Services
- Binding and Finishing
- Specialty Services
- Distribution Services

1.5 MANAGEMENT AND ADMINISTRATION

1.5.1 Access to Installations

1.5.1.1 Hours of Operation. Current duty hours are designated in Technical Exhibit-24. The Service Provider shall provide sufficient staffing to meet all performance standards.

1.5.1.2 Federal Holidays/On-Call Staffing. Federal Holidays observed with no operations are listed below. The calendar day recognized by the Federal Government as the day of observance for Government workers shall be the day with no operations.

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day

- Christmas Day

The Service Provider shall be on-call in order to meet mission requirements regardless if the Service Provider observes any or all holidays. During non-staffed hours, the Service Provider shall be on-call within two hours to fill emergent, mission critical requirements for customers. The Service Provider shall provide a recall roster for each installation to the KO or designee prior to the transition date and within 24 hours of each update revision.

1.5.1.3 Training Holidays. Many Installations and sites have historically granted military personnel (Enlisted and Officers) training holidays in addition to Federal holidays. Training holidays are not considered a day of excused absence for the Government civilian work force or Service Provider employees. When facilities are located on Government Installations and a training holiday affects scheduled contract work or access to facilities, the work in affected facilities may be rescheduled to compensate for the training holiday.

1.5.1.4 Installation Closures. When facilities are located on Government Installations and an unforeseen Installation closure or curtailment of activities occurs on a regularly scheduled day of work, the Government will have the following options: reschedule the work to be performed the following working day; reschedule the work on any day acceptable to the Government; have the Service Provider continue the work as scheduled. When an Installation closure occurs the Service Provider shall submit a Situation Report (SITREP) on a DAPS SITREP form and provide to the KO or designee explaining the reason and the impact on performance within one calendar day of closure NLT 3:00PM (see paragraph 1.5.4.1.c and CDRL 1, Exhibit A).

- a. Notification of Closure.** Announcements of Installation closures will be made in the following manner: during normal work hours, notification will be given through normal chain of command; during non-work hours, notification will be made through local radio and television channels.
- b. Emergency Operations Center.** When facilities are on Government Installations, the Service Provider shall coordinate with the Emergency Operations Center (operated by the Installation Commander) in preparation for and during inclement weather, storms, and other emergency conditions.

1.5.2 Interfaces

1.5.2.1 Restricted Areas. The Service Provider shall comply with all mandatory guidance for security access requirements to restricted areas. A list of Government security points of contact will be furnished to the Service Provider at a minimum of 15 calendars days prior to the end of each transition period by the KO or designee.

1.5.2.2 Administrative Office Areas. In the case of co-location and shared spaces, the Service Provider shall schedule operations so as to minimize interference with Government administrative work being performed.

1.5.2.3 Other Service Providers. Other Government contractors, under separately contracted arrangements, may be performing required services in spaces associated with the requirements of this contract. Some Service Providers will be providing services associated with, and in support of, work identified in this contract, (e.g., contractors who deliver material to and pick up material from the Installation and Service Providers performing specialized and one-time jobs). Initial coordination required between contractors and the Service Provider for this contract will be made by the Government. The Service Provider shall provide all further required coordination for any task specified in this contract that relates to or impacts any other contracted work. The Service Provider shall be responsible for any services supporting other Service Providers within the scope and as required by this contract.

1.5.2.4 Disputes With Customers or Other Government Contractors. The Service Provider shall verbally notify the KO or designee of unresolved disputes in receiving support from or providing support to customers or other Government contractors within two hours from the time the dispute occurs and follow-up in writing within two working days.

1.5.3 Inter-Service Support Agreement (ISSA), Service Support Agreement (SSA), Partnering Agreement (PA), Memorandum of Understanding/Agreement (MOU/MOA)

- a. Technical Exhibit-26 contains a list of all current agreements (ISSA/SSA/PA/MOU/MOA) between DAPS. Attachment 8 contains applicable portions of the agreements that directly affect the Service Provider and specific tasks within the PWS. Prior to assumption of responsibility at each location the Service Provider shall consult and negotiate with all customers their site-specific requirements, if applicable, and document any new resulting agreement. Examples of some site-specific requirements covered under current agreements are also noted in Technical Exhibit-36. Specific site or service requirements specified in individual agreements may impact hours of operation, production turnaround times, cost estimating and billing functions, production methods and delivery requirements. New agreements shall not address changes in the pricing without prior approval of the KO or designee. Copies of new agreements must be provided to the KO.
- b. Support for specific service mobilization/deployment requirements shown in Technical Exhibit-20 and set forth in agreements shall be addressed in the Service Provider's Surge, Sustainment and Mobilization Plan.

1.5.4 Service Provider Administration

1.5.4.1 Program Administrator. The Service Provider shall perform continual Program Administration and shall provide a full time Program Administrator (PA) during duty hours. The PA shall conduct overall management coordination and shall be the central point of contact with the Government for performance of all work under the contract. The name of the PA and alternate(s) who shall act for the PA when he or she is absent shall be designated in the proposal.

- a. **Responsiveness.** The PA or designated alternate shall return all calls from the KO or designee within one hour during duty hours unless otherwise specified herein. During other than duty hours, the PA or alternate shall return all calls from the KO or designee within two hours unless otherwise specified herein.
- b. **Meetings, Conferences, and Briefings.** The PA or alternate shall attend, participate in, and furnish input to meetings, conferences, and briefings that relate to the contracted functions and services as required by the KO or designee to provide effective communication and necessary information. The PA or alternate shall participate in meetings with Installation or site customers, Federal, State, and local agencies and their representatives, and other Service Providers as required by the Government if they are on a government installation and as required by the KO or designee if they are off-site. These meetings may be weekly, monthly, or as otherwise required and are estimated to account for 5-10% of one man-year for all current DAPS locations noted in Technical Exhibit-02 as a Center or Office and less than .05% of a man-year for all other locations.
- c. **Situation Reports (SITREPS).** The PA or designated alternate shall ensure that any significant incident that could prove potentially harmful to any segment of the workforce or have a negative impact on mission accomplishment or the Government is reported to the KO or designee on a DAPS SITREP form. SITREPS shall be sent to the KO or designee within one calendar day of the incident. Daily SITREPs providing status

updates are then due each day thereafter NLT 3:00PM until normal operations have resumed or until directed to terminate reporting (see CDRL 1, Exhibit A).

1.5.4.2 Data and Information. The Service Provider shall furnish all recurring contract data and information as specified in this PWS and the Contract Data Requirements Lists (CDRLs) contained in Exhibit A. The Service Provider shall be prepared to discuss contract status at any time.

- a. Access to Data and Information.** The Service Provider shall be responsible for creating, maintaining, and disposing of only those Government required records that are specifically cited in this PWS or required by the provisions of a mandatory directive listed in Section C-6, Applicable Publications and Forms. The Service Provider shall maintain records pertaining to performance of tasks specified in the PRS for a period of one year after contract completion or until final settlement of any claims filed as a result of this contract. If requested by the Government, the Service Provider shall provide the original record, or a clear and readable reproduced copy of any such record within five working days of receipt of the request. Any Government information (work products, etc) is considered Government property and as such, shall not be shared verbally or otherwise with anyone outside of the Government.
- b. Marking Proprietary Information.** All proprietary records, files, reports, and data shall be clearly marked. The Government will make the final determination of the appropriateness of proprietary claims by the Service Provider.

1.5.4.3 Personnel. The Service Provider shall provide personnel with specific licenses, certifications, and clearances as required in this contract. Any changes to the working status of critical or key personnel shall be provided to the KO or designee for review within five working days prior to the change. The KO or designee will notify the Service Provider of acceptance or rejection, and the reason for the decision.

- a. Critical Personnel.** The Service Provider shall employ and maintain critical personnel in the management and staff positions. The Service Provider will replace any critical personnel as defined in Section H with personnel of equal or higher qualifications.
- b. Key Personnel.** Key personnel include the following: Program Administrator (PA) and alternates. The Service Provider shall replace any key personnel as defined in Section H with personnel of equal or higher qualifications.
- c. Subcontractors.** Subcontractors to be used in the performance of this contract shall be identified and a list submitted to the KO or designee of this contract within 60 days after contract award or any change. The list shall include Company names, contact names, addresses, and telephone numbers. The list can be changed during the life of the contract. The Service Provider is responsible for notifying the KO or designee within five working days of changes made.
- d. Employment Limitations.** All Service Provider personnel must be fluent enough in English to be able to read instructions and job requests written in English and possess effective verbal communication skills. Job requests are received in a variety of styles and some instructions can be difficult to understand. Personnel are expected to read the instructions and successfully complete the tasking or to contact the customer and request clarification. Personnel must be able to write in English sufficient to record information regarding taskings.
- e. Employee Roster.** The Service Provider shall provide the KO or designee with a roster listing, by functional area, of all employees and their working job titles ten calendar days

prior to the start of the transition period at the location specified. The Service Provider shall indicate employees requiring access to areas requiring security clearances. Service Provider employees shall be cleared in accordance with DoD 5200.2 and DoD 5200.2-R. The Service Provider shall update the roster within one working day after a change. Obtaining and updating required security clearances for all personnel shall be at the expense of the Service Provider.

f. Identification of Employees. The Service Provider shall ensure each employee has an identification (ID) card on the employee's employment start date. The Service Provider ID card shall comply with the badge requirements of the host Installation.

g. Employee Uniforms. The contract does not require uniforms for Service Provider personnel. If the Service Provider elects to provide and maintain uniforms, at the Service Provider's expense, the selected uniforms shall not be similar to military or Installation guard uniforms.

h. Conduct of Personnel. The Service Provider shall be responsible for the performance and conduct of Service Provider and Subcontractor employees at all times. Personnel employed by the Service Provider in the performance of this contract, or any representative of the Service Provider entering a facility located on a Government Installation shall abide by the security regulations of the Installation and those listed in the contract and shall be subject to such checks by the Government as deemed necessary.

1. Personnel Removal. Government rules, regulations, laws, directives, and requirements which are in place or issued during the contract term relating to law and order, Installation administration, and security on the Installation shall be applicable to all Service Provider employees or representatives who enter the Installation or who travel using Government transportation. Violation of such rules, regulations, laws, directives, or requirements shall be grounds for removal (permanently or temporarily as the Government determines) from the work site. Such removal of employees does not relieve the Service Provider from the requirement to perform contract tasks in a timely manner.

2. Removal by Installation Commander. The Installation Commander may, at his or her discretion, bar an individual from the Installation for conduct that is determined contrary to good order, discipline, or Installation security.

3. Removal by the KO or Designee. The KO or designee may require the Service Provider to remove from the work site any employee, working under this contract, for reason of misconduct or security. Service Provider employees shall be subject to removal from the premises upon determination by the KO or designee that such action is necessary in the interest of the Government.

4. Entrance Denial by Military Police. Service Provider employees may be denied entry to military Installations by Military Police if it is determined that such entry may be contrary to good order, discipline, or the security of the Installation.

5. Appearance. Service Provider employees shall be appropriately dressed for the work to be performed. No military apparel shall be worn.

6. Frauds, Waste and Abuse. Service Provider personnel shall be alert to and report to the KO or designee suspected situations of fraud, waste, and abuse, or other intentionally dishonest conduct observed during or in the performance of this contract.

i. Personnel Training

1. The Service Provider shall develop and implement plans that incorporate the Service Provider's policy concerning the training of incumbent and replacement personnel, to include recruitment procedures. The Service Provider shall provide employees trained with the skills, knowledge, certifications, and licenses to perform the services in this contract.
2. If the Service Provider desires to use Government schools, at Service Provider expense, requests for school quotas to attend Government courses of instruction shall be prepared and submitted to the KO or designee. The Government reserves the right to accept or reject such requests.

1.5.4.4 Administrative Requirements

- a. **Administrative Files.** Government-furnished classified and unclassified files in existence at the contract start date, and those generated under this contract, shall be maintained and retired in accordance with DoD Directive 5015.2 (DoD Records Management Program) and DLAD 5015.1 (DLA Records Management Program), and directives listed in Section C-6. The Service Provider shall provide security of classified documents in accordance with DOD Directive 5200.1 (DoD Information Security Program). All such records and files shall be made available for review by any agency or individual authorized access by the KO or designee. All files maintained by the Service Provider under the provisions of this contract are the property of the Government and shall be returned to the Government upon expiration or termination of this contract.
- b. **Report Library.** During the base period and each option year of the contract the Service Provider shall update a Library that shall include a copy of all monthly reports for that period, a copy of all annual reports of the contract period, a copy of all CDRLs for that period and a copy of one-time deliverables. This library collection will be used as historical data when re-competition begins at the end of the performance period of the contract. Data exempt from the Library may be Service Provider proprietary data as approved by the KO or designee.

1.6 PLANS REQUIRED TO BE SUBMITTED WITH OFFER

All offerors are required to submit the following plans with their offer. Some of these plans will be incorporated into the contract at time of award. See Section L for more detailed descriptions of the format and content of the plans. Each offeror's written proposals shall consist of the following:

a. Technical/Management Proposal

- Operations Plan
- Quality Control and Customer Satisfaction Plan
- Surge, Sustainment and Mobilization Plan
- Oral Presentation (does not apply to the MEO)
- Business Organization Plan
- Facilities Plan
- Subcontracting Plan
- Transition Plan

1.6.1 Operations Plan

The operations plan shall provide a detailed description of the approach planned to accomplish the tasks. The description should demonstrate a thorough understanding of all the tasks required. The approach shall explain how the Service Provider's application of resources will accomplish the work required in an efficient and effective manner. Attachment-9 is provided for informational use in preparing proposals and should be used in conjunction with the quantities in Schedule B to determine facilities, equipment, personnel, resources, etc. Turnaround times shown reflect all services that are required for the final product (see Section C-5, paragraph 5.1.3.2).

- a. Provide a complete detailed statement of the approach with regard to each functional area. The process must explain how the Service Provider will use technical procedures and approaches to perform the work, including the use of innovations or process reengineering and management of cross-organizational processes. Process includes "how the work gets done" in each functional area.
- b. Provide the plan for assuring integrity and security of Government property and facilities. The offeror shall include a security plan that covers information security, systems security and physical security.
- c. Provide the plan for training of employees. Include training in the handling and safeguarding of classified material as well as security of Government systems and information security, covering items such as INFOSEC, DIT SCAP, operating system and firewall Implementation.
- d. Provide information regarding how the offeror will provide customer support to retain customer satisfaction at those locations where there might no longer be a production facility.
- e. Provide information regarding how the offeror will receive and process work requests, to include information on handling walk-in submissions, electronic submissions, etc., as well as information regarding offerors capability and willingness to implement innovations and enhancements and any other information the offeror believes is necessary to the successful completion of this service, such as how the offeror will maintain high quality customer satisfaction for those locations that might not be used.

1.6.2 Quality Control/Customer Satisfaction Plan (QC/CSP)

The Service Provider is responsible for the quality of products and services provided under the terms of this contract to include those products and services provided by subcontractors. Re-performance of work shall be done at no additional cost to the Government and not constitute an excusable cause to miss any timeliness standards (e.g., if a report is due the first day of the month, then the report shall be submitted in final form no later than the first day of the month) (see Clause E.2, Reduction For Non Conforming Services).

1.6.2.1 Service Provider QC/CSP Plan. The Service Provider shall develop a proactive QC/CSP for measuring and attaining quality of performance and assurance of customer satisfaction under this contract. The Service Provider's QC/CSP shall explain the manner in which the Service Provider will ensure all contract requirements are being accomplished in accordance with the specifications of this contract, including the responsibility for marketing and sales at the local level. A sustaining focus throughout the QC/CSP shall be the attainment of continuous quality improvement with a commitment to process improvements, goal communication and commitment of resources, while complying with the contract requirements and standards. The Plan shall emphasize deficiency prevention over deficiency detection. The QC/CSP of the successful offeror will be incorporated into and become a part of the awarded contract (see Section H). The QC/CSP shall include, but not be limited to, the following:

- a. Identify the roles and responsibilities of the various resources needed to perform QC/CS.
- b. Account for resources necessary to perform quality control and customer satisfaction (including customer consultation, education, marketing initiatives and account management) and how the resources are integrated into daily operations.
- c. Explain the approach for ensuring accuracy of all specifications required for products and services received and the approach for ensuring special functions are performed in accordance with the requirements set forth in Section C-5. This approach shall include such items as:
 - An inspection system/technique, which includes a method of identifying or correcting deficiencies, for each major functional area.
 - A system for continuous quality improvements.
 - A monitoring mechanism for measuring process improvements and compliance with performance standards.
- d. Approach for increasing customer satisfaction. This approach shall include such items as:
 - A method of providing continual education to customers to increase service awareness and customer satisfaction.
 - A system for communicating with and obtaining customer feedback.
 - A system for tracking the progress of and resolving customer complaint resolution.
 - A method for measuring customer satisfaction.
 - Establishment of a reporting system and the maintenance of all necessary records.

1.6.2.2 Performance. The Plan should also include methods of direct and indirect communications with the Government regarding performance of the contract.

- a. **Performance Evaluation Meetings.** The Program Administrator shall meet with the KO or designee and the Government Quality Assurance Evaluator (QAE) to review contract performance. Meetings shall include review and analyses of key process indicators, analyses of process deficiencies, and problem resolution. At these meetings, the Government and the Service Provider will discuss Service Provider's performance as viewed by the Government and any problems being experienced. The KO or designee will take appropriate action to resolve outstanding issues. A mutual effort shall be made by the Service Provider and Government to resolve any and all problems identified.
- b. **Meeting Frequency.** These meetings could be held as frequently as weekly during the first 60 calendar days after the contract start date and thereafter as directed by the KO or designee. Meetings may be conducted in person, via teleconference, video teleconference, or by any other commercially acceptable method.
- c. **Meeting Minutes.** The Government may keep an electronic recording or written report of these meetings. The minutes will be provided to the Service Provider within five calendar days of the meeting. Should the Service Provider disagree with any portion of the minutes that impacts the proposed or agreed upon resolutions to issues, the Service Provider must notify the KO or designee in writing within five calendar days. The KO or designee and Service Provider will discuss the discrepancies in order to resolve any issues.

1.6.2.3 Government Quality Assurance. The KO or designee and QAE will inspect for compliance with contract terms throughout the contract period. Evaluation will be based on the Service Provider's compliance with the requirements set forth in the PRS. The Government

intends to monitor the Service Provider's performance under this contract by performing checks as contained in contract administration surveillance plans. Typical procedures include random sampling, planned sampling, scheduled inspections, observations, and validated customer comments and customer satisfaction surveys.

- a. **Inspection Reports.** When the Service Provider's performance is unsatisfactory, the QAE will issue a Contract Deficiency Report (CDR). The Service Provider shall reply in writing within ten calendar days from the date of the CDR, giving the reasons for the unsatisfactory performance, corrective action taken, and procedures to preclude recurrence.
- b. **Participation in Government Quality Assurance.** In addition to performing Service Provider quality control, the Service Provider may participate in Government quality programs; e.g., Integrated Process Teams (IPT), partnering, marketing and sales meetings, and other team building activities to achieve continuous quality improvement.

1.6.3 Surge, Sustainment and Mobilization Plan (SSMP)

- a. The Government establishes contingency plans and contingency training missions to support mobilization and national emergencies, to augment local governments in the event of natural disasters, and to establish methods for meeting performance standards when there is a disruption in normal workload operations. The Government must be able to react to such events/situations without undue delay. These sudden or unusual events could result in a great impact upon Service Provider performance and contract requirements. The Service Provider shall establish, maintain, and implement, as necessary, a Surge, Sustainment and Mobilization Plan (SSMP) to meet the Government's requirements for contingencies and in support of various service agreements (see Attachment 8 and Technical Exhibits-26 and 36). These events/situations include, but are not limited to, the following:
 - Strikes
 - National and man-made disasters
 - Deployment/mobilization
 - Adverse weather conditions
 - Sudden increases in workload (short-term)
 - Sudden increases in workload (long-term)
 - Loss of essential production capabilities
- b. In the event of such contingencies, the Service Provider shall continue, and expand if necessary, contract performance, which may include increases in Service Provider furnished property, extended work hours, and expansion of the contract workforce. An adjustment will be negotiated under the provisions of the Changes clause when the extent of the contingency and the required support are identified. The Service Provider shall submit the SSMP as part of the Technical Proposal. The SSMP of the successful offeror will be incorporated into and become part of the awarded contract. For each event/situation listed above and identified by the Service Provider, the Service Provider shall address the following minimum aspects in the SSMP:
 - Explain the situation and how it impacts production operations
 - Identify the primary issues that must be resolved or addressed

- Outline what will be the initial response to the situation
- Identify the potential resource requirements
- Describe how any additional resources will be obtained
- Describe the processes or approaches that will be implemented to assure continued production operations
- Identify primary and alternate points of contact. The Service Provider shall identify primary and alternate points of contact for SSMP contingencies, to include name, phone number and email address. At least one point of contact for the Service Provider shall be available on a 24-hour basis.
- Identify the level of communication and coordination needed with the Government (i.e., the need for a control center, meetings and/or reports).

1.6.4 Business Organization Plan (BOP)

The BOP must demonstrate clearly that the corporate and project organization support the level of effort required for this acquisition. The offeror shall describe the organization as it relates to the services required, and any services to be provided by subcontractors (see Section L). Private offerors shall provide the names and resumes of key individuals describing their experience and how the experience relates to this particular acquisition. The offeror shall provide information regarding adequate supervision of the personnel and the responsibility of this supervision throughout the sites that will remain open and shall outline management philosophy and human resources to include the authority to be delegated to the PA and subordinate managers and supervisors within the proposed organization and how this will enhance effective management of the work as well as the provisions for interaction and liaison to assure effective communication and problem resolution. The BOP will explain how each functional area will be designed and describe the pattern of activities and interrelationships among the various parts of the organization. The BOP shall include:

- An organizational chart that demonstrates how management, functional areas, and support activities are titled and a block chart from top-level management to and including the first line supervisors along with a list of critical positions and corresponding position descriptions. Examples of critical positions are site manager, financial manager, contracts manager, quality control manager, and managers of major organizational elements responsible for the work to be performed (functional processes) under the contract.
- For those contract line items that are labor hour, or time and material, provide (including supervisory, managerial and those categories and rates to be used for the services required by Section C-5, paragraphs C.5.10 and C.5.11 (or if this will be subcontracted)) the skill type, skill level, and category of employment (full time, part time, permanent, temporary, etc.).
- A breakdown of resources (personnel and facilities) assigned to each organizational element on the chart. Include cross-utilization between and among the organizational components to demonstrate an understanding of the distribution of personnel, equipment, and material required to perform the work.
- The plan shall include the locations offered (or cited as mandatory) that the offeror will use in performance of the contract and the staffing levels at each location. The offeror shall provide a listing of any locations offered but not cited as mandatory that will not be used and how the workload at that facility will be accomplished. For any

facilities that are offered and not used, the offeror shall clearly demonstrate how the workload will be consolidated and the work accomplished, as well as how customer satisfaction, marketing and sales will be accomplished. A listing of all equipment expected to be accepted and used will also be included in the plan.

1.6.5 Facilities Plan

A sub-plan of the BOP is a facilities plan which shall include the locations offered (or cited as mandatory) that the offeror will use in performance of the contract and the staffing levels at each location. The offeror shall provide a listing of any locations offered but not cited as mandatory that will not be used by the contractor, and how the workload at that facility will be accomplished. If the offeror does not utilize all of the facilities offered by the Government, the offeror shall clearly demonstrate how the workload will be consolidated and the work accomplished. The offeror shall provide a listing of equipment expected to be accepted and used under this contract.

1.6.6 Subcontracting Plan

The offeror shall submit an "Individual Contract Plan" in accordance with FAR 19.704. Private firms must also submit a proposal for subcontracting with Javits Wagner O'Day Act entities and socioeconomic entities, and may submit a DLA Mentoring Business Agreement Plan. The offeror shall set specific goals (see section H, Special Contract Requirements). The socioeconomic goals and socioeconomic requirements do not apply to the MEO. The offeror shall, to the maximum extent possible, include the 11 items under FAR 19.704. Private offerors should refer to Section L for a complete description of the subcontracting plan as well as required Socioeconomic Proposals.

1.6.7 Transition Plan (TP)

The Service Provider will provide a Transition Plan (TP) that allows for a smooth and orderly transfer of responsibility of DAPS production operations. The transition period will commence on the date the Service Provider is notified to proceed in accordance with FAR 52.207-2(c) and will continue for a period expected to be a minimum of 270 calendar days, but not to exceed 360 calendar days. During this period of transition the Government will continue to be responsible for the requirements of this performance work statement. The Service Provider may propose a shorter period for transition by delaying the start date for the performance of transition; however, the end date of this proposed period must coincide with the end date established by the offeror's proposal and the award documentation.

1.6.7.1 The following actions shall be accomplished by the Service Provider during the transition period:

- Compliance with FAR 52-207-3, Right of First Refusal
- Participate in inventory process and sign for Government-furnished Property (GFP) (see H.16)
- Training and certification of personnel responsible for performing the related requirement
- Familiarization with the DAPS production workload (Not with how the functions are performed, but with the actual workload requirements)
- Development of a workforce with the requisite knowledge, skill and ability to perform the requirements of the PWS upon the conclusion of the transition period
- Compliance and familiarization with Host Installation's requirements and regulations
- Establish Program Administrator/Management Office

- Develop and submit any required deliverables
- Attend post-award meetings as required

1.6.7.2 The Transition Plan of the successful offeror will be incorporated into and become part of any contract awarded. The Transition Plan must describe: (1) each required action; (2) the plans and/or procedures along with resources for accomplishing each action; (3) the period of time needed to accomplish each action; (4) the scheduling of each action within the overall transition period timeline; (5) how the Service Provider will coordinate each action and its overall transition efforts with the KO or designee and the Government; and (6) what concrete steps the Service Provider will take for each action to minimize disruption of the work and the workforce. The Service Provider must include an Expedited Resource Assistance Plan (ERAP) within the Transition Plan in accordance with the provisions of Sections H.20 and L.10(h).

1.6.7.3 Phase-In Period. The phase-in period is the first 90 days of the transition period. During this time, the Government will provide the Service Provider phone access and access to appropriate workspaces as necessitated by the approved transition plan. The Service Provider's personnel will be permitted to observe functional operations at any location during this period of time as approved by the KO or designee. During this time the Government will provide the Service Provider the list of adversely affected or separated personnel. The Government will cooperate with the Service Provider throughout the transition period to make these personnel available for interviews. However, this availability may be limited by the Government's responsibility for performance of DAPS production functions/ operations during the transition period.

1.7 COMPLIANCE

The Service Provider shall abide by Federal, State and local laws while engaged in the performance of this contract.

1.7.1 Permits

The Service Provider shall obtain all certifications, licenses, and permits required for performance of work unless specified otherwise in this contract. Evidence of compliance shall be provided upon request.

1.7.2 Inspection by Government Agencies

Other Government personnel, such as the Inspector General or higher headquarters staff are authorized to observe and inspect Service Provider operations. However, these personnel may not interfere with Service Provider performance. The QAE will be present during periods of Government observations and inspections. These observations and inspections shall not be considered inspections to determine contract performance or to be utilized in reducing contract payment. However, discrepancies noted during these observations and inspections shall be corrected. Service Provider personnel shall be available during normal duty hours to discuss operating procedures, facilities, and compliance with mandatory directives during all visits.

1.7.2.1 Notification of Inspection Visits

- a. Planned Visits.** The Service Provider shall notify the KO or designee of planned visits, investigations, or corrective actions required by Federal, State, local or any non-Installation Safety agencies within three working days.
- b. Unplanned Visits.** The Service Provider shall notify the KO or designee by phone within 15 minutes of unannounced arrival of any agents of any regulatory agency at Government facilities operated by the Service Provider. The Service Provider shall receive and cooperate with such agents unless otherwise instructed by KO or designee.

1.7.2.2 Visit Report. The Service Provider shall submit a written report to the KO or designee, by close of business on the next workday following completion of an inspection or visit, to include the name(s), identification number(s), agency(s) of the inspector(s), reason for visit, and any remarks made during the visit (see CDRL 2, Exhibit A).

1.7.3 Energy and Utilities

The Service Provider shall operate in full compliance with Federal, State, local, and Installation energy regulations and programs listed in Section C-6 when operating in GFF. These utility conservation regulations shall be strictly adhered to, and the Service Provider shall be subject to unannounced energy and utilities conservation inspections by the Government. The Service Provider shall be solely responsible for any penalties levied for noncompliance. Such fines and penalties shall not be reimbursable under this contract. Energy conservation measures shall include, but not be limited to, the following for sites located on Government Installations: reducing fuel oil and electricity consumption; minimizing energy losses; reporting to the KO or designee any tampering or by-passing of Energy Management and Control System (EMCS) and FM radio controls; and, performing work involving significant cost to the Government due to energy waste as an emergency work request.

1.7.4 Environmental Compliance

The Service Provider shall coordinate all environmental compliance issues including contacts with environmental regulatory agencies, inspections, reports and correspondence with the KO or designee. The Service Provider shall comply and provide the Government with all necessary information applicable to compliance with all host, local, state, and federal provisions, acts, laws, regulations, directives and license requirements pertaining to procuring, issuing, handling, storing, recycling and transporting of hazardous material, and hazardous waste. This includes, but is not limited to, the Emergency Planning and Community Right to Know Act, as applicable. Additionally, upon request, the Service Provider shall provide the Host with all necessary information, supporting requirements and/or documentation to obtain or renew permits covering Service Provider activities.

1.7.4.1 The KO or designee serves as the single point of contact with environmental regulatory agencies for facilities located on Government Installations. All permit applications, mandatory notification requirements, mandatory reports, and proof of compliance actions required of the Installation will be submitted to regulatory agencies and copies forwarded to the KO or designee. Consequently, the Service Provider shall submit copies of all information required of the Service Provider by regulatory agencies to the KO or designee prior to 60 calendar days of the Service Providers assumption of responsibility.

1.7.4.2 The Service Provider shall comply with the Host Installation Emergency Spill Response Plan and/or Installation Spill Contingency Plan. The Service Provider shall assist in the clean-up, containment and disposal of all Service Provider caused hazardous material spills as directed by the Incident Commander (IC). The Service Provider shall be responsible for all costs (equipment, labor and supplies) associated with a hazardous spill(s) caused by the Service Provider to include spill response, spill containment, cleanup, disposal, sampling and laboratory analysis. Training of Service Provider personnel on proper clean-up of spills shall be the responsibility of the Service Provider and shall comply with DLA or Host training program requirements and/or any other Federal, State or local laws.

1.7.4.3 Citations and violation notices issued by regulatory authorities against facilities that are located on Government Installations in noncompliance with environmental standards must be resolved between the Service Provider and the issuing office of the affected Federal, State, or local environmental agency, unless it is demonstrated that the Government is at fault.

1.7.4.4 The Government will pay fines or penalty charges associated with violations. If the citations are issued due to faulty operation or maintenance through no fault of the Government, the KO or designee will determine Service Provider liability and recommend recoupment of fines from the Service Provider.

1.7.4.5 Contract Action for Negligence. Fines or penalty charges, assessed to the Service Provider, associated with citations issued by Federal, State, or local officials for faulty or negligent operation or maintenance practices by the Service Provider, do not limit the Government's right to other contract action.

1.7.5 Safety

The Service Provider shall implement a Safety Program that fully complies with the provisions of Federal, State, and local regulations and directives, (specifically OSH Law of 1970.)

1.7.5.1 Inspections

- a. The Service Provider shall perform periodic inspections of safety equipment as required by Federal, State, and local safety standards and other regulations. In addition, the Service Provider shall inspect and survey Service Provider work areas for potential safety hazards. Every workplace shall be inspected at least annually.
- b. The Government will conduct occupational and industrial hygienic surveys, evaluations, inventories, and safety inspections of Service Provider-operated facilities located on a Government Installation. (DAPS currently has few production sites that require industrial hygiene surveys.)

1.7.5.2 Hazardous Conditions

- a. **Violation Warnings.** The Service Provider shall post all notices of violations for hazards classified as Risk Assessment Codes 1, 2 or 3 in the workplace or area where the hazards exist.
- b. **Previously Identified Hazardous Conditions.** The Government shall provide a list of Government owned facilities that have been inspected for compliance with the OSHA and for which any temporary abatements have been established. The Government will correct these hazards, or any hazards later discovered, at its own expense, in compliance with Government-developed plans of abatement, taking into account safety and health priorities. A higher priority for correction will not be assigned to the facilities provided under this contract because of the award of this contract. The identification of any hazardous condition(s) does not warrant or guarantee that no other possible hazards exist or that the temporary abatement currently employed will be adequate to meet the responsibilities of the Service Provider. Compliance with OSHA and other applicable laws and regulations for the protection of employees shall be the sole obligation of the Service Provider, except as otherwise specifically stated in this contract.
- c. **Service Provider Identified Hazardous Conditions.** If, at any time during the term of this contract, hazardous conditions not previously identified in Government Provided Property (GPP) are discovered by the Service Provider or made known to it by any Federal or State agency responsible for enforcing OSHA, or if any workaround is determined to be inadequate by any Federal or State agency, the Service Provider shall report, telephonically, such conditions or determinations to the KO or designee within 30 minutes after discovery. Follow up with a written report within two working days of discovery. The KO or designee may take any of the following actions, as he or she deems appropriate: recommend that the Service Provider request variance from the pertinent standard if alternate safety measures will provide adequate protection; negotiate

replacement of hazardous property with Service Provider-owned property; replace hazardous property with suitable Government property; authorize modification at Government expense; or authorize modification of Government property at Service Provider expense with the understanding that title to any non-severable modification vests in the Government. The last action shall be mandatory if the hazardous condition was caused by the fault or negligence of the Service Provider or his officers, agents, employees, or servants.

1.7.5.3 Material Safety and Data Sheets (MSDS). The Service Provider shall comply with FAR 52.223-3, Hazardous Material Identification and Material Safety Data, for all facilities operated on Government Installations.

1.7.5.4 Safety Training. The Service Provider shall provide occupational safety and health training in accordance with CFR 10, CFR 29, and CFR 49. The Service Provider shall document the training within five working days following completion of training.

1.7.5.5 Fire Safety

- a. Fire Protection Services.** The Government will provide fire protection services on a Government installation. However, the Service Provider shall safeguard and maintain all Government property and provide for the safety of Government and Service Provider personnel within the areas and facilities assigned to Service Provider operations. The Service Provider shall comply with National Fire Protection Association (NFPA) Codes and Standards, Volume 3, the Accident Prevention Manual for Industrial Operations, National Safety Council and, when on a Government facility, complement the Installation Fire Prevention and Protection Program. The Service Provider may request advice in establishing a fire prevention program upon written request through the KO or designee to the Installation Safety Manager. The Service Provider shall be subject to fire inspections by the Government when operating on Government Installations.

1.7.5.6 Reporting Requirements. The Service Provider shall prepare, submit and maintain the following reports and records. These reporting requirements apply to facilities operated on Government Installations.

- a. Accident Reporting.** The Service Provider shall comply with OSHA, DoD, and other regulatory agency requirements (http://www.osha-slc.gov/OshStd_data/1960_0067.html) for record keeping and reporting of all accidents in the course of Service Provider performance which result in death, trauma, occupational disease, property damage, or environmental damage. The Service Provider shall provide a verbal report to the KO or designee within four hours of occurrence and a written follow-up report within three working days whenever an accident involving personal injury occurs. Completion of the Mishap Log and other required documentation is the responsibility of the Service Provider (http://www.osha-slc.gov/OshStd_data/1904_0002.html). Serious accidents and incidents include, but are not limited to, those defined in DODI 1000.3 (Safety and Occupational Health Policy for the Department of Defense).

1.7.5.7 Third Party Accident Claims. If any claims are made by a third party against the Service Provider as a result of an accident which occurs in connection with the Service Provider's performance and which impacts Government property or the contract in any way, the Service Provider shall submit, within 24 hours after the initiation of the claim, a full written report to the KO or designee.

1.7.5.8 Personnel Escort. The Service Provider shall provide escorts in safety hazard areas where the Service Provider has prime work responsibility (such as equipment rooms) for Government and other Service Provider personnel who are performing work in these areas.

(DAPS has few production sites which contain safety hazard areas other than the operation of fork lifts.)

1.7.6 Warranty Maintenance

1.7.6.1 Warranty Records. Before each transition period, the Government will provide the Service Provider with records of all Government-owned property, vehicles, and equipment, which are under warranty and used, managed, or supported under this contract. Records will identify the item, the nature and expiration date of the warranty, and the name and location of the firm to contact about entitlement under the warranty. The Service Provider shall maintain the warranty records on any items of equipment or repair items to which the Government will take title or which will be installed on Government property. Upon request of the KO or designee, submit original and one copy within five working days of receipt of request.

1.7.6.2 Warranty Enforcement. The Service Provider shall exercise existing manufacturers' commercial warranties on all Government equipment, including warranties on existing equipment, equipment replacements, and new equipment installations under this contract and by other Service Providers. The Service Provider shall exercise the warranty to repair or replace any installed equipment and materials furnished by the Service Provider that fail within the warranty period. The Service Provider shall report to the KO or designee difficulties encountered in the enforcement of warranties and instances in which the costs of enforcement would exceed the benefits derived.

- a. Exceptions.** The Service Provider shall repair warranty items without recourse to the warranty if the failure or defect results from Service Provider abuse, or from improper or inadequate Service Provider maintenance, as determined by the Government, or if the Government directs such repair. Existence of a warranty does not alleviate the Service Provider of his responsibility to perform work needed to prevent potential damage to personnel or property or to prevent unnecessary shutdown of facilities or functions.
- b. Reporting.** The Service Provider shall make available to the KO or designee upon request, in writing of all warranty actions within five calendar days of receipt of request.

1.7.7 Vehicles

- a.** Service Provider personnel operating vehicles on Government Installations shall comply with the local Installation requirements regarding motor vehicle use and registration.
- b. Vehicle Registration, Licensing, and Operation.** Service Provider employees or employees of subcontractors shall have the following items required to register vehicles on Government Installations:
 - Possession of a valid State driver's license, supported by a DD Form 2 (applicable U.S. Armed Forces Identification Card), or other appropriate identification for DoD civilians.
 - Possession of a certificate of State registration as required by the state in which the vehicle is registered.
 - Continuing compliance with the minimum requirements of the automobile insurance laws or regulations of the State.
 - Satisfactory completion of safety and mechanical vehicle inspection by State or jurisdiction in which the vehicle is licensed or located.

1.7.8 Weapon and Firearm Control

Service Provider personnel shall not transport, possess, or use dangerous weapons on any Government facility or Installation. "Dangerous weapons" include all forms of firearms, missile-throwing devices (e.g., bow and arrow), switchblade or automatic blade knives, knives with blades in excess of three inches, ammunition and pyrotechnics, fireworks, bludgeons (e.g., nunchaku), brass knuckles, shooting pens, and similar devices. Unauthorized dangerous weapons will be confiscated and impounded by Government law enforcement and security personnel. A state weapon permit does not supersede this contract provision.

1.7.9 Security Program

The Service Provider's Security Program shall comply with all mandatory DoD, DLA, Service and host installation security regulations, directives, instructions and manuals concerning security of property, personnel, material, information, information assurance and information systems. The Service Provider shall adhere to additional regulatory requirements set forth in current DAPS customer/site agreements (see Technical Exhibit-26 and Attachment 8). Technical Exhibit-36 contains unique security requirements at specific locations. The Service Provider shall report any security violations and all suspicious computer events to the KO or designee within 24 hours.

1.7.9.1 Assessments/Reviews

a. Antiterrorism/Force Protection Vulnerability. The Government shall conduct Antiterrorism/Force Protection Vulnerability assessments of Service Provider-operated facilities located on Government installations and Federal buildings every three years. The Service Provider may be required to respond to DAPS data calls, retrieve information from the local base security officer, or coordinate inspections with DoD security individuals. The Government shall notify the Service Provider as much in advance as possible prior to conducting an assessment.

b. Information Assurance. The Government will conduct Information Assurance reviews of Service Provider-operated facilities located on Government installations and Federal buildings every three years. Program reviews will include both onsite and remote assessment efforts and will cover all aspects of Information Assurance, i.e., certification and accreditation, training and awareness, network security, incident response, vulnerability assessment, AIS security and recover capability. The Service Provider will be provided a schedule of planned reviews and shall be responsible for meeting with the review team and responding to review findings.

1.7.9.2 Information Systems Security and Information Assurance. Information assurance affects only Government facilities (Service Provider-operated facilities located on Government installations and Federal buildings) and only systems that are tied into other Government systems.

a. DLA Computer Emergency Response Team (CERT). The CERT is responsible for identifying security risks and solutions to DLA Government systems. The Service Provider shall comply with all DLA CERT taskings and advisories pertaining to security of Government Systems. Taskings and advisories encompass:

- DoD Information Assurance Vulnerability Alerts (IAVAs) and Joint Task Force – Computer Network Defense (JTF-CND) mandatory tasking regarding threats that pose a significant risk to the DoD information infrastructure. Each tasking provides actions required, compliance dates and reporting requirements.
- Informational advisories and vulnerability advisories regarding user/administrator awareness and less serious vulnerabilities that potentially pose a minimal risk to the

DoD information infrastructure. Each advisory provides actions required, compliance dates and reporting requirements.

b. Accreditations. The DoD Information Technology Security Certification and Accreditation Process (DITSCAP) (DoD Instruction 5200.40) shall be implemented for security certification and accreditation of DoD component and DoD contractor information technology systems and networks in accordance with DoD Directive 5200.28. The principal purpose of this process is to protect and secure the entities comprising the Defense Information Infrastructure with a proper balance between the benefits to the operational missions, the risks to those same missions, and the life cycle costs.

c. Site Certification. Site Certification and Accreditation shall include all information technology components resident at any Government- furnished site. The Service Provider shall be responsible for assisting the DAPS Information System Security Manager (ISSM) in the DITSCAP process. The Service Provider shall provide information such as hardware, software, classification of information, user levels, etc. The Service Provider shall also assist with risk management surveys and testing, and shall be responsible for implementing appropriate security controls.

d. System Certification. A System Certification and Accreditation shall be completed for any unique information systems, to include systems processing classified information. The Service Provider shall be responsible for assisting in the DITSCAP process. The Service Provider shall provide information such as hardware, software, classification of information, user levels, etc. The Service Provider shall also assist with risk management surveys and testing, and shall be responsible for implementing appropriate security controls.

e. Incidents. Incidents are assessed event(s) that confirm an attack on any information system including but not limited to: attempted entry (failed or successful) to gain unauthorized access to a system or data; unwanted disruption or denial of service; unauthorized use of a system for the processing or storage of data; execution of malicious code that destroys data; and any changes to system configuration without the owner's knowledge, instruction and consent. Should an incident occur, the Service Provider shall immediately advise the KO or designee and shall assess any damage. Reporting and follow up shall be in accordance with security regulations.

f. Clearances. Prior to accessing any government-furnished data systems or Automated Information Systems (AIS) Service Provider personnel shall be classified as occupying an ADP I/II or III position and have obtained the necessary security clearance. The personnel clearance requirement for ADP II/III is the successful completion of a National Agency Check, Local Checks and Credit Checks (NACLC) and for ADP I, a Single Scope Background Investigation (SSBI) (see paragraph 1.7.9.3).

g. All Service Provider personnel provided government-furnished computer access shall observe local Automated Information Systems (AIS) security policies and procedures as provided by the local Information System Security Officer (ISSO). Violations of local AIS security policy, such as password sharing, performing personal work, file access violations or browsing files outside the scope of the contract, will be evaluated by the government on a case-by-case basis and may lead to removal of the employee(s) from Government property (see paragraph 1.5.4.3.h.1).

h. The Service Provider shall notify the KO or designee, within one working day, when for reasons of personnel resignations, reassignments, terminations, or completion of portions of the contract, named Service Provider personnel no longer require access to Government systems.

i. The Service Provider shall observe all copyright agreements and shall be held liable for any infringement of copyrighted software licensing agreements and shall compensate the appropriate vendor for each instance of copyright violation. In the interest of protecting Government systems from computer viruses, the Service Provider shall not use public domain software nor shall Service Provider personnel download software from public bulletin boards. The Service Provider shall use only commercial off-the-shelf (COTS), Service Provider-developed, or Government-furnished software in performance of this contractual effort. The Service Provider shall repair any damage resulting from the introduction of a computer virus or malicious destruction of computer software, stored information, or hardware resulting from the use of public domain software or from software taken from a public bulleting board. Such repair shall be at no expense to the Government and without impact on delivery schedules.

j. The Service Provider shall appoint a person to be responsible for information security at each government-furnished facility in accordance with applicable security regulations. The Service Provider shall also provide initial response to end-user support, including but not limited to: fielding end-user trouble calls; coordinating scheduled downtime; conducting user orientation briefings; serving as focal point for NACI/ADP clearance submissions required due to computer access, maintaining a file of clearances received and notifying the KO or designee of application software and mainframe computer-related problems.

1.7.9.3 Physical Security. The Service Provider shall ensure the physical security of all government property and equipment furnished for the performance of this contract as well as the accountable inventory in this contract. The Government will not be responsible in any way for damage to the Service Provider's supplies, materials, equipment, and property or the Service Provider employees' personal belongings that are damaged or destroyed by fire, theft, accident, or other disaster. The Service Provider shall provide for internal safeguards for the security of all Government Provided Property (GPP) and all classified material.

a. **Key Control.** The Service Provider shall establish and implement key control procedures to ensure keys issued by the Service Provider for a Service Provider facility or to the Service Provider by the Government for facilities located on Government Installations are properly safeguarded and not used by unauthorized personnel. The Service Provider shall reimburse the Government for all costs associated with replacement of locks or re-keying to GFF required as a result of keys being duplicated or lost by the Service Provider.

b. **Lock Combinations.** The Service Provider shall establish procedures that ensure that lock combinations are not revealed to unauthorized persons. Authorized written combinations to containers or secure storage rooms that store classified information and material shall be marked and stored in accordance with DODD 5210.2.

c. **Material/Equipment Accountability.** The Service Provider shall ensure access control by locking or unlocking the areas or facilities for which the Service Provider is responsible. When requested by the KO or designee, the Service Provider shall prepare a Financial Liability Investigation of Property Loss (currently DD Form 200), or similar Service Provider investigative report, providing data to address lost, damaged, or destroyed property. The report shall be provided to the KO or designee not later than ten working days after the request.

1.7.9.4 Personnel Security Clearance. Prior to the end of the transition period and prior to starting work on the contract, the Service Provider shall ensure that favorably adjudicated National Agency Check with Local Agency Checks and Credit Checks (NACLC) and/or Single Scope Background Investigation (SSBI) are received and necessary personnel clearances (PCLs) issued for Service Provider personnel. The Program Administrator position, designated

alternate(s), and any position handling classified information and/or NATO classified information, or requiring access to Government-furnished data systems or Government Information Systems shall require personnel clearances as set forth in the National Industrial Security Program Operating Manual (NISPOM), DoD 5220.22-R. The procedure to request a PCL is to complete the Electronic Personnel Security Questionnaire (EPSQ), which is submitted electronically to the Defense Security Service (DSS). The EPSQ may be downloaded from the DSS Web Site at <http://www.dss.mil/epsq>. Technical Exhibit-07 lists the highest level of classified data currently handled at existing production sites for which Service Provider personnel must be cleared.

[This Page Not Used]

C-2

DEFINITIONS AND ACRONYMS

Table of Contents

2.1 DEFINITIONS.....	1
2.2 ACRONYMS.....	18
2.3 DOD DICTIONARY	23

C-2

DEFINITIONS AND ACRONYMS

2.1 DEFINITIONS

24-Hour Service: 24 hours is from time of receipt on one workday to the same time the following workday -- example: 0900, Friday to 0900, Monday.

72-Hour Service: 72 hours is from time of receipt on one workday to the same time three workdays later -- example: 0900, Monday to 0900, Thursday.

A-76 Timeline: The Defense Logistic Agency's 10-step process, outlined in the Defense Logistics Support Command Commercial Activities Competition Guidebook, for completing a CA study.

Acceptable Performance Level (APL): The minimum performance of each requirement before the government considers performance unsatisfactory.

Acceptable Quality Level (AQL): Maximum percent defective (or maximum number of defects per hundred units) that can be considered as within satisfactory performance. The Government will normally accept the services provided that the percent defective (or defects per 100 units) in these lots is no greater than designated value of AQL. Performance at the AQL is not considered 100% performance. Only performance without any defects or deficiencies is 100% satisfactory performance. However, the Contractor shall not intentionally perform in a defective manner and shall re-perform any service found to be defective whenever possible. Only the KO shall make decisions as to this possibility.

Acceptance Sampling: A form of sampling used to determine a course of action. A procedure that gives a specified risk of accepting lots of given quality.

Accountability: Accountability is the obligation to keep accurate and complete records of property, documents, or funds. Important data elements may include, but are not limited to, identification data, gains, losses, due-ins, due-outs, and balances on hand or in use.

Accountable Officer (AO): Person officially appointed in writing to maintain a formal set of accounting records of property or funds. This person may or may not have physical possession of the property or funds. Person also serves as the primary point of contact for technical guidance. (Person sometimes referred to as the Government Accountable Officer (GAO))

Accountable Property: Government-furnished property subject to FAR Part 45 and its rules of accountability.

Action Plan: A description of specific steps, including milestones, timelines, and data collection methodology to be performed during the CA study.

Activation: The designation of a new Military unit, organization, or activity and the provision of personnel, equipment, and supplies required to bring the unit to an authorized level of organization.

Actual Cost of Damage (ACOD): The actual costs (parts and labor) incurred to repair an item.

Actual Deployment: The movement of troops off of a military Installation by surface or air.

ADP Personnel Categories:

I. Those positions in which the incumbent is responsible for the planning, direction, and implementation of a security program; has major responsibility for the direction, planning, and design of a computer system, including hardware and software; or can access a system during the

operation or maintenance in such a manner that would cause grave damage to the system or realize significant personal gain.

II. Those positions in which the incumbent is responsible for the direction, planning, design, operation, or maintenance of a computer system, and whose work is technically reviewed by a higher authority of the ADP I category to insure integrity of the system.

III. All other positions involved in computer activities not covered in ADP I and ADP II positions.

Addition-Expansion-Extension: A change to a real property that adds to its overall external dimension.

Addressing, Mailing, Delivery: The processes involved in delivery directly to the addressees, to include, but not be limited to, boxing printed materials, affixing address labels, sealing the boxes, affixing postage, or arranging postal delivery.

Administrative Contracting Officer (ACO): This refers to the individual who administers the contract. The ACO performs the functions listed in the Federal Acquisition Regulation Subpart 42.3 and any other functions delegated by the contracting officer.

Alien: Any person not a citizen or national of the United States of America.

Alteration: A change to interior or exterior facility arrangements to improve its current purpose. This includes installed equipment made a part of existing facility.

Amendment: A change (correction, deletion, or addition) to any information contained in a Request For Proposal (RFP) (or previous amendment thereto). The amendment becomes part of the solicitation and any resulting contract.

Aperture Card Production: The production and duplication of 35mm aperture cards.

Appropriated Fund Property: Terms "Government Property" and "Property" includes all property under Federal Government control except property accounted for and owned by a non-appropriated fund activity.

Appropriated Funds: Moneys made available to Government agencies by an Act of Congress.

As Directed, As Required, As Permitted, Approved, Acceptance: Where these words or words of similar import are used, it shall be understood that the direction, requirements, permission, approval, or acceptance of the Contracting Officer is intended unless stated otherwise.

As Shown, As Detailed: Where these words or words of similar import are used, it shall be understood that reference is made to the drawings, tables, or narrative comprising this PWS, unless stated otherwise.

Assumption of Responsibility: At the end of the transition period (stages), the contractor will be responsible for the work at the facilities transitioned. At this time, the contractor will start billing the customers for work performed. Because there may be a staged transition, there may be more than one date for assumption of responsibility in the contractor's approved transition plan.

Attribute: The property a unit has of being either bad or good. That is, the quality characteristic of a unit is either within the specified requirement or it is not.

Automated Information Systems: A method of accumulating, storing, and providing data through the application of computer hardware and software.

Availability: A measure of the degree to which an item is in an operable and committable state at the start of the mission, when the mission is called for at an unknown (random) point in time.

Available Time: The time that the equipment is on hand within an organization and is in full mission capable (FMC) condition.

Base Operations Support (BOS): Support services provided by the host activity for organizations residing on the installation.

Best Value: A determination based upon a combination of factors including, but not limited to, price, quality and delivery time, with price being the predominant factor unless otherwise specified by the customer.

Biennially: One time each two years.

Bimonthly: One time each two months.

Bit Map: A dot-by-dot description of an electronic image (see Raster Device).

Biweekly: One time each two weeks.

Black & White Duplicating & Printing: Single color (black) duplicating and printing paper output (including bindery) generated from hard copy original or electronic files.

Bona Fide Government Emergency: An emergency situation as expressed or declared by an authorized official of the U.S. Government.

Ceiling Fund: A fund limitation that cannot be exceeded.

Certification: One who has received a certificate or license stating he or she has met the minimum requirements for fabricating, servicing, or repairing of certain specific items.

Change Order: A written order signed by the Contracting Officer, directing the Contractor to make changes that are authorized by the Changes clause of the contract.

Check: To inspect, operate, and/or test for verification that the unit or item is in a fully operational condition or is performing its design function and to correct noted deficiencies in accordance with the requirements specified in this contract.

Classification: The inspection of materiel to determine and record the existing state of serviceability or the correct identity of the items.

Classification: The determination that official information requires, in the interests of national security, a specific degree of protection against unauthorized disclosure, coupled with a designation signifying that such a determination has been made. See also security classification.

Classified Items: Materiel requiring protection in the interest of national security.

Classified Material: Documents, data, information, and items that the Department of Defense has determined requires, in the interests of national security, a specific degree of protection against unauthorized disclosure. Access is limited to those persons having a "need to know" and appropriate security clearance.

Clearance: Authority permitting individuals cooperating in Department of Defense work, and having a legitimate interest therein, access to classified technical information, materiel, or equipment or admission to restricted areas or installations where such information or materiel is located.

Color Copying/Printing: The use of full color copiers to produce duplicates from an original document. The use of digital files to make full color output documents.

Commerce Business Daily (CBD): The medium required by the Federal Acquisition Regulation for advertisement of a proposed solicitation or procurement action.

Commercial Activities (CA) Program Office: The DAPS A-76 Program Office.

Commercial Activities (CA) Study Team: The team assigned to conduct A-76 studies.

Commercial Activity (CA) Program Manager: The person designated to execute the Commercial Activities Competition Program within the PLFA organization and its SLFAs.

Commercial Activity (CA): The process resulting in a product or service that is or could be obtained from a private sector source. Agency missions may be accomplished through commercial facilities and resources, Government facilities and resources, or mixes thereof, depending on the product, service, type of mission, and the equipment required.

Commercial Equipment: Equipment that is offered for sale to business and industry; may be referred to as off the shelf equipment.

Commercial Publications: Non-Government published publications.

Commitment of Funds: A firm administrative reservation of funds, based upon firm procurement directives, orders, requisitions, or requests, which authorize the creation of an obligation. Availability of funds is assured before a commitment is made.

Common Service: Support performed by an activity for which payment is not required from the activity receiving the support.

COMPARE: U.S. Air Force software tool for completing the Cost Comparison Form.

Computer Aided Design (CAD): Software used in engineering to create and modify technical drawings.

Composite Labor Rate: The average combined-skill rate per hour to include labor, overhead, administration, handling, and profit.

Condition Code: A one position alpha code used to classify materiel as new, used, repaired or reconditioned as identified on DoD 4000.25-2-M, Appendix B6, Federal condition codes.

Confidential Material: See *Security Classification*.

Configuration: The functional and physical characteristics of hardware and software set forth in technical documentation and achieved in a product.

Continental United States: (CONUS) All areas within the United States excluding Hawaii and Alaska (for Personal Property shipments, Alaska is considered a CONUS location).

Contingency Plan: A document describing actions to be implemented or taken in the event of future occurrences.

Contract: All types of agreements and orders for the procurement of supplies or services.

Contract Administrator: The official Government representative delegated authority by the Contracting Officer to administer a contract. This individual, normally working in an appropriate contracting or procurement career field, advises on all technical contractual matters.

Contract Data Requirements List (CDRL): Data required to be submitted by the Contractor to the Government. A proper and correct submission of a CDRL is evidenced by the following criteria: completeness, accuracy of data, preparation in accordance with applicable mandatory publication or other prescribing document, signature or initials by the certifying official/area supervisor, and correct and timely turn-in or distribution.

Contract Discrepancy Report (CDR): A report used to document unsatisfactory Contractor performance. The CDR requires the Contractor to explain, in writing, why performance is unsatisfactory; how performance shall be returned to satisfactory levels; and how recurrence of the problem shall be prevented in the future.

Contract Discrepancy: A failure of the Contractor to perform in accordance with contract requirements and specifications. A contract discrepancy may result from a failure of the Contractor to provide, or provide on time, the required contract products or services; or it may result because delivered products or services do not meet specific contract standards.

Contract Maintenance: Any materiel maintenance operation performed under contract by a commercial organization (including the original manufacturers of the materiel).

Contract Modification: Any written alteration in the specifications, delivery point, rate of delivery, contract period, price, quantity, or other contract provisions of an existing contract.

Contract Start Date: The contract start date will be provided to the contractor in the award document. For purposes of this contract, the Government expects a "staged" transition period (i.e., some facilities transitioned before moving on to the next group for transition). The contract start date will be the first date the contractor is fully responsible for performance at any location. That is, after the first stage of the transition period.

Contracting Officer (KO): An individual appointed in accordance with procedures prescribed by the Federal Acquisition Regulation with the authority to enter into and administer contracts and make determinations and findings with respect thereto, or with any part of such authority.

Contracting Officer's Representative (COR): An individual designated in writing by the Contracting Officer to act as an authorized representative of the Contracting Officer to perform specific contract administrative functions within the scope and limitations as defined by the KO.

Contractor: The Contractor, its subsidiaries and affiliates, joint ventures involving the Contractor, or any entity with which the Contractor may have merged or any individual or entity that assisted or advised the Contractor in the preparation of proposal under this solicitation. The term contractor as used herein refers to both the prime contractor and any subcontractors. Contractor's subcontractor shall comply with the provisions of the contract.

Contractor-Furnished Equipment (CFE): That equipment the Contractor is required to furnish in order to perform the requirements of the contract.

Contractor-Furnished Property (CFP): That property the Contractor is required to furnish in order to perform the requirements of the contract. The Contractor retains title to all CFP. The term CFP includes Contractor Furnished Equipment (CFE).

Contractor-Owned, Contractor-Operated (COCO) Equipment: That equipment which the Contractor has purchased or leased and which the Contractor uses and maintains to perform tasks under this Contract.

Conversion: A change to interior or exterior facility arrangements so that facility may be used for a new purpose. This includes installed equipment made a part of existing facility.

Copier Contract Management: The management of cost per copy contracts, self-service equipment, or multifunctional devices provided to customers.

Corrective Action: Consists of those efforts required to correct reported deficiencies and determine that other products are not similarly defective.

Critical Equipment and Facilities: Items of equipment or facilities that must operate continuously or throughout the respective season in order to support critical missions. Failure of equipment or facilities in meeting design output requirements may affect the health and welfare of personnel or damage Government equipment or properties. Emergency or urgent service calls are often required to restore the critical equipment to optimum operating condition and provide the output required; examples are computer facilities, 24-hour operations (specify), fire prevention and protection facilities, medical facilities, electrical plants/systems, and water plants/systems.

Customer: Refers to - individuals and organizations that request or use DAPS production services. This includes all personnel and entities whether or not a specific Support Agreement, Memorandum of Agreement or Memorandum of Understanding is established for delivery of products and services that are performed by DAPS. This also includes all personnel or entities who reimburse DAPS or otherwise provide sources of funding for delivery of products and services by DAPS.

Data Scanning and Conversion: The scanning and conversion of paper documents, files, and various types of media to digital format.

Defect: Any nonconformance of a unit of product with specified requirements or standards.

Defense Federal Acquisition Regulation Supplement (DFARS): A Department of Defense (DoD) supplement to the Federal Acquisition Regulation (FAR), establishing uniform policies and procedures to implement and supplement the FAR in the DoD.

Defense Systems Network (DSN): A Department of Defense telephone network.

Delivery Service: Delivery of items to a customer's location.

Department of Defense (DoD): Comprises Office of the Secretary of Defense and Military Departments.

Department of Defense Activity Address Code (DODAAC): A distinct six-position alphanumeric code assigned to identify specific units, activities or organizations as found in the DoD Activity Address Dictionary.

Department of Defense Activity Address Dictionary (DODAAD): Publication that lists all DoD activities and their six-position alphanumeric codes called DoDAACs.

Depreciated Value: The dollar value of an item that is no longer new.

Designee: The individual(s) designated and authorized in writing by the Contracting Officer to perform specific technical or administrative functions.

Desktop Publishing, Revisions, Proofing: The publishing of publication applications on workstations or PCs, network systems, file servers, magnetic or optical storage devices, modems, and similar equipment. Includes revisions and proofing of publications.

Diazo Process: A reproduction method based on light-sensitive diazo compounds.

Die Cutting: To cut out shapes in paper or board with cutting equipment mounted on a letterpress.

Discrepancy: Disagreement between the quantities or condition of property on hand and that required to be on hand, as shown by an accountability record of the property. Another form of discrepancy is when a disagreement exists between a stock record balance and the result of a physical count or inventory.

Document Automation: In the DAPS environment, document automation consists of the following: desktop publishing, document conversion, information technology consulting and integration services, CD-R production, and diskette duplication.

Document Type Definition (DTD): The definitions written in SGML to determine the mark-up structure valid for documents of a particular type.

DoD Information Technology Security Certification and Accreditation Process (DITSCAP): The standard DoD approach for identifying information security requirements, providing security solutions, and managing information technology system security.

Dynamic Job Descriptor Entries (DJDEs): Dynamic Job Descriptor Entries (DJDEs) are parameters embedded within the actual input data stream and used to modify the printing environment established by JDEs. DJDE processing enables certain JDE parameters to be changed on a report-to-report, page-to-page, and record-to-record basis "on the fly".

Electronic Commerce (also E-Commerce or EC): The electronic systems that allow the exchange of goods and services between trading partners.

Element of Expense: A fiscal (object class) code used to segregate cost data by type of cost; for example, personnel, supplies, and purchased services.

Emergency Purchase: The purchase of an item or items when required delivery time cannot be met utilizing standard supply procedures.

Emergency Service Request: A request for service (with short response time) when health, safety, or military mission will be adversely affected if the situation is not abated as soon as possible.

Emergency Standby Stock: Non-demand supported items that normally have either a long procurement or production lead-time and are required in emergency situations.

Emergency: The sudden, usually unforeseen, occurrences where life or property are in immediate danger and require immediate action.

Engineering Drawing Reproduction: The reproduction (enlargement/reduction), scanning or printing of engineering drawings from microfilm, digital files or paper.

Equipment (As Used in Government-Furnished Property): An item of equipment owned by the Government that is furnished to a Contractor for performance of contract requirements.

Equipment Improvement Report (EIR): A Government form used to document and recommend changes in the design or operation of a Government-owned item of equipment.

Equipment in Place (EIP): Equipment which is attached to real property but which may be removed without destroying the usefulness of the structure.

Estimated Cost of Damage (ECOD): A written estimate of the dollar amount needed to repair an item, structure, or grounds to its configuration prior to being damaged. Expressed in terms of labor and materials.

Excess Stock: Portion of total quantity of an item on hand which exceeds its authorized retention level.

Expenditure Limits: A percent of the acquisition cost of the end item or component for labor, assemblies, and repair parts that cannot be exceeded when effecting repair.

Facilities: Plant equipment and real property used for production, maintenance, research, development or testing. Does not include stocks used to reproduce documents or agency-

peculiar property.

Facility Replacement: The replacement of an entire facility when replacement is more economical than major repair. This includes installed equipment.

Fair Market Value: A point in time price of an item or thing based upon condition and age.

Fair Wear and Tear: The loss or impairment of the appearance, effectiveness, worth, or utility of an item that has occurred solely because of the normal and customary use of the item.

Federal Acquisition Regulation (FAR): A Federal regulation establishing uniform policies for acquisition by all executive agencies.

Federal Holidays: The following days in each calendar year are identified as Federal holidays: New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

File Transfer Protocol (FTP): An application protocol used for transferring files to and from host computers.

Files, Records, Documents: Books, papers, maps, photographs, notebooks, computer tapes, magnetic tapes, compact discs, punched cards, floppy disks, holograms, bubble memories printouts, computer output, microfilm, microfiche, film slides, vu-graph transparencies, or other documentary materials, regardless of physical form or characteristics, created or received by the Contractor in pursuance of Federal law or in connection with the transaction of public business.

Finance Account Information: A combination of letters and numbers used in the governmental accounting system to describe types and purposes of expenditures.

Fiscal Year (FY): The Government fiscal year begins every October 1st and ends the following September 30th. The fiscal year is designated by the calendar year in which it ends. For example, Fiscal Year 1998, abbreviated FY98, began 1 Oct 97 and ended 30 Sep 98.

Follow-on Transition Period: This will be the transition from one contractor operation to the next contractor operation. No Government training for the incoming contractor will be provided. The incumbent contractor is responsible for training the incoming contractor and for providing assistance to make the follow-on transition smooth.

Follow-up: An inquiry of the status or action taken on a customer request. The follow-up may take various forms including the use of single-line punch cards.

Fund Code: A two-digit code provided for the specific use of the requisitioner or Military Standard Requisitioning and Issue Procedures reimbursable requisitions to indicate that funds are available to pay the related charges and to identify the applicable funds.

Fund Limitation: A document specifying an amount of funds available for a specific period of time and restricting expenditures within the amount available and within the time frame specified.

General Ledger: A document used to record data and normally maintained by the Defense Finance and Accounting Agency.

General Services Administration (GSA): Agency established in 1949 with the Federal Supply Service as its major element for inventory management. Functions include supply management, procurement, quality control, cataloging, and supply distribution. Historically, primary concern has been with inventory management role in support of Federal civil agencies, with increasing support to DoD activities.

Government Publications: Publications adopted or published by the agencies of the United States Government.

Government Reimbursable Work: Government provided support furnished to a paying customer. These customers are, most often, DoD and other federal agencies.

Government Representative: The Contracting Officer (KO), Contracting Officer's Representative (COR), Property Administrator, Quality Assurance Evaluators (QAE), or other individuals designated by the KO.

Government: The term Government as used herein includes the Commander, Directors, those individuals performing Government-in-Nature (GIN) functions, the Contracting Officer, and the Contracting Officer's designated representatives.

Government-Furnished Equipment (GFE): A term used in this contract to mean equipment in the possession of, or directly acquired by, the Government and subsequently made available for the sole use of the Contractor in the performance of this contract.

Government-Furnished Property (GFP): Government-owned property furnished to a Contractor to perform the requirements of the contract. It is defined as (1) industrial facilities, (2) materiel, (3) special tooling, (4) special test equipment, and (5) DoD property. The GFP will be offered, and, if accepted by the Service Provider, will be provided in a condition suitable for its intended purpose. Also referred to as Government-Furnished Materiel (GFM) and Government-Furnished Equipment (GFE).

Government-Owned Property: A term used in this contract to mean property owned by the Government or acquired under the terms of the contract and subsequently delivered to the Contractor for use by supported customers or on equipment of supported customers.

Hand Carry: The delivery of items (documents and materiel) from one location to another via other than routine mail distribution (messenger) service, usually within a specified time frame and to meet an urgent requirement.

Hand Receipt: A signed document acknowledging acceptance of, and responsibility for, listed items of property that are issued for use and are to be returned.

Herein: The word "herein" as used in this contract shall mean "in this contract".

His: The word "his", as used in this contract, is intended to mean his or her in a generic sense. It is not intended to denote gender.

Hollerith Code: A method of encoding information so that it can be represented by punched holes in an 80-column card.

Host: An Installation or activity that has management control over facilities and provides facilities, administrative, and logistical support (including base operation support) to another activity or unit that is dependent upon the providing Installation or activity for its administrative and logistical support requirements.

Hypertext: A hypertext document consists of a non-linear text with links within the document and to other documents.

Includes: "Includes" to mean: includes, but is not limited to.

Independent Contract: A Government contract that provides support or services related to, but separate from, another contract with the same Government customer.

Indirect Labor: That labor specifically required in performance of this contract and not identified as direct labor.

Individual Equipment: Personal clothing and equipment issued for exclusive personal use of one individual.

Information Assurance: Information operations that protect and defend information and information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation. This includes providing for restoration of information systems by incorporating protection, detection, and reaction capabilities.

Input: Information transferred into the internal storage of a data processing system, representing data to be processed for information to help control the process.

Inspect: Determination and identification of the condition, defects, or malfunctions of equipment, facilities, and systems with reference to established standards.

Inspections: Any visit by a regulatory agency, with legal authority, for the purpose of assessing regulatory compliance.

Install: To set in position and connect or adjust for total functional use equipment or materials.

Installation: The land and facilities occupied by DAPS.

Installed Equipment: Items of equipment or furnishings including materials for installing, which are required to make facility usable and are affixed as a permanent part of the structure; these items include, but are not limited to, plumbing fixtures and equipment, fixed fire protection systems, elevators and escalators, overhead-crane runways, lavatory counters, cabinets, fans, air conditioners, furnaces, and similar fixed equipment. Machine tools, production and research equipment, and their foundations are excluded.

Intra/Inter-Service Support Agreement (ISSA): A document wherein the participants, to preclude any misunderstanding, state clearly in writing, the agreement for the provision of support arrived at between the activities involved, especially the obligations assumed by each and the rights granted to each. An agreement used for coordinating and providing support to component units, activities, and individuals located outside Installation real property boundaries.

Invalid Cost: A cost that is determined by a Government official as not payable or authorized.

Inventory: A physical count performed to determine the on-hand quantity of an item or group of items.

Investigative Personnel: Personnel designated to inquire into the circumstances surrounding an incident; e.g., surveying officers, military police, and criminal investigators.

ISO 14000: ISO 14000 is a series of standards and guidelines, published by the International Standards Organization that defines minimum requirements for an effective HAZMAT/HAZWASTE program.

ISO 9000: ISO 9000 is a series of standards and guidelines, published by the International Standards Organization that defines the minimum requirements for an effective quality system accepted internationally.

Job Descriptor Entries (JDE): The Xerox Corporation's Laser Printing Systems (LPS), provide commands called Job Descriptor Entries (JDE) that are used to define a particular print job's format of input media, processing requirements, and the format of the printed output, including the merging of electronic forms. JDE source commands (also referred to as Print Descriptor Language (PDL) commands) are stored in files on the printer called JSL (Job Source Language) files. All JSL files are in source language format and must be compiled into object files before they can be used by the printer. Once they reside on the printer they are invoked to match the print job's requirements. The compiled object file format of these commands for a set of related jobs is referred to as a Job Descriptor Library (JDL) file and also must reside on the printer.

Job Descriptor Library (JDL): Please see Job Descriptor Entries (JDE).

Job Source Language (JSL): Please see Job Descriptor Entries (JDE).

Joint Inventory: A physical count of items conducted by individuals representing separate interests for the purpose of establishing the quantities of property on hand.

Julian Date: Method of annotating a date using the Julian Calendar, which numbers the days of the year from 001 through 365 (or 366 in years divisible by 4). The Julian date uses the last digit from the current year plus the 3-digit number for the day. For example, the Julian date for November 3, 1995 is 5307.

Lamination: The transparent plastic coating applied to paper or board to provide protection and give it a glossy finish.

Line Item (Quantitative) Accountability: Term used to refer to the method of accounting for supplies and equipment whereby accountability is based on individual item and quantity thereof.

Location Survey: A physical verification, other than actual count, between actual assets and recorded location data, to ensure all assets are properly recorded as to location, stock number, condition code, unit of issue, security/pilferage code, and shelf life code.

Lot Size: The number of service outputs in a given lot.

Lot: A quantity of material manufactured under identical conditions and assigned an identifying lot number, or a collection of service outputs from which a sample can be drawn and inspected to determine conformance with the standard.

Mainframe Output: The production of paper output (including bindery) from mainframe generated (SYSOUT) data. Includes the production of Leave and Earning Statements (LES).

Maintainability: A characteristic of design and installation which inherently provides for the item to be retained in or restored to a specified condition within a given period of time, when maintenance is performed in compliance with prescribed procedures and resources.

Maintenance Contact Teams: One or more individuals possessing the technical skills, tools, and equipment to perform on-site repairs of equipment at a customer's location.

Management Control Number: A number, similar to a Federal Stock Number, assigned by the National Inventory Control Points under certain specific conditions for identification and accounting purposes. Consists of applicable four-digit class code number from the Federal Supply Classification, plus a letter to designate the assigning agency, followed by a six-digit number.

Material: The substance of which a thing is or can be made. Something, as a tool, needed for making something or carrying out a task. Property that may be incorporated into or attached to an end item or which may be consumed or expended in performance of work. It includes, but is not limited to, clothing, raw and processed material parts, components, installed equipment, assemblies, small tools, and supplies which may be consumed in normal use in performance of work.

Materiel Handling Equipment (MHE): Mechanical devices for handling of supplies with greater ease and economy. Examples: crane, forklift truck, motorized pallet jack, roller conveyor, and straddle truck.

May: Is permissive. However, the words "no person may..." mean that no person is required, authorized, or permitted to do the act prescribed.

Metacode: A term to describe the internally formatted code used to describe output. This term usually refers to the format of data used by Xerox centralized printers.

Metal Photo: The production of documents using metal photo plates.

Microfiche Production: The production and duplication of 105mm microfiche.

Minor Inventory Discrepancy: A discrepancy which does not exceed the dollar value or percentage-parameters as defined by the major command and entered in the code table file, symbolic name INVM.

Mission Critical Requirements: Customer requirements which are deemed essential and critical to successful agency/activity/service/customer mission accomplishment.

National Stock Number: The 13-digit stock number replacing the 11-digit Federal Stock Number. It consists of the four-digit Supply Classification code and the nine-digit National Item Identification Number. The National Item Identification Number consists of a two-digit National Codification Bureau number designating the central cataloging office of the NATO or other friendly country that assigned the number and a seven-digit (xxx-xxxx) non-significant number. The number shall be arranged as follows: 9999-00-999-9999.

Nomenclature: Set or system of official names or titles given to items of material and equipment.

Nonappropriated Fund Property: Property accounted for and owned by a nonappropriated fund activity.

Nonappropriated Fund: A fund for administering moneys not appropriated by Congress for benefit of military personnel or civilian employees. Moneys for fund arise from profits derived from business enterprise activities operated by independent Instrumentalities.

Non-critical Equipment or Facilities: Those categories of equipment or facilities that do not affect the health of personnel, cause damage to Government properties, or cause critical facilities such as ADP to shut down in case of equipment failure.

Obligation Funding Target: A goal established of the dollar amount specifically reserved against an appropriation or fund for expenditures in payment of an order placed, contract awarded or service received.

Obligation: A legal reservation of funds recorded at the time a legal binding agreement has been reached between an agent for the United States Government and a second party.

Offset Duplicating/Printing: The printing/duplicating process in which a lithographic metal or paper plate is used to make an inked impression on a rubber blanket that transfers it to the paper being printed, instead of being made directly on the paper.

On-Demand Output: The rapid reproduction of information, whether on paper, CD-ROM, floppy diskette, or other electronic media in response to immediate, short-term needs.

On-Site: Repairs or services performed at a customer's location.

Outsourced Printing Management: The procedures whereby DAPS oversees the procurement of printing and duplicating work for the Department of Defense from the Government Printing Office, The Federal Prison Industries, or commercial entities.

Over Obligation: In excess of the dollar amount specifically reserved against an appropriation or fund for expenditures in payment of an order placed, contract awarded or service received.

Page Description Language (PDL): A computer language for describing how text and graphics should be placed on a page for display or printing.

Performance Certificate: A written certification executed by a responsible official that the service called for in a contract, purchase order, or delivery order has been satisfactorily performed.

Performance Indicator: A characteristic of an output of a work process that can be measured.

Performance Requirements Summary (PRS): The PRS shows contract requirements, the component requirements related to each contract requirement, the price of each work requirement as a percentage of the associated contract requirement, the standard of performance, and the maximum allowable defect rate (MADR) for each work requirement.

Performance Work Statement (PWS): The PWS consists of the definitive or descriptive words identifying the subject matter of the contract referred to as the specifications or work statement.

Phase-in Period: The Phase-In Period shall be the first ninety (90) days of the transition period. During this time, contractor personnel will be allowed to observe performance at any location. Other than the locations that are being transitioned, no training will be provided to the observers. However, as long as it does not interfere with the in-process work, questions may be asked and answered.

Planned Sampling: Based on some subjective rationale and sample size arbitrarily determined.

Plant Equipment: Personal property of a capital nature (including equipment, machine tools, furniture, vehicles and accessory and auxiliary items) for use in reproducing and packaging materials, in performing services, or for any administrative or general plant purpose. It does not include special tooling or special test equipment.

Preventative Maintenance (PM): The systematic regularly scheduled inspection, detection and correction of equipment/facility defects before they develop into system failures; maintenance actions include, but are not limited to, testing, cleaning, adjusting, lubricating, preserving and replacing of parts.

Primary Equipment: Major equipment essential to, and employed directly in the accomplishment of, assigned operational missions and tasks.

Privately Owned Vehicle (POV): A vehicle owned by a person or business and not the government.

Procedure: The step-by-step method or way that the policy or plan is to be carried out.

Process: A series of actions or operations that achieve an end or result.

Productive Direct and Indirect Labor Hours: Historical labor hours used in the performance of Contract tasks. These hours do not include supervision or management hours.

Productivity Indicators: A quantitative measure that indicates how the Service Provider is

performing against established productivity standards.

Program Administrator: A designated representative of the Service Provider that shall conduct overall management coordination and shall be the central point of contact with the Government for performance of all work under the contract.

Programmed Replacement: A systematic process of replacing Government-Furnished Property (GFP) determined to be unsuitable for its intended use.

Property Administrator: An authorized representative of the Contracting Officer assigned to administer the contract requirements and obligations relating to Government property.

Property Responsibility: Property responsibility arises from possession of property or from the obligation of command or supervision of others who are in possession of property.

Property: All property, both real and personal. It includes facilities, paper stocks, production equipment and agency-peculiar property.

Provide: As related to a specified Contractor responsibility, this word means that the Contractor shall furnish and install the item or furnish the service.

Qualified Person: One having adequate knowledge and is thoroughly conversant in the installation, construction, or operation of apparatus or equipment and hazards involved. One who possesses knowledge, skill, and ability to competently, effectively, and safely accomplish a task.

Quality Assurance (QA): Actions taken by the Government to inspect or check goods and services to determine that they meet or do not meet requirements of the contract.

Quality Assurance Evaluator (QAE): That person responsible for surveillance of Contractor performance.

Quality Assurance Program (QAP): Planned and systematic pattern of actions necessary to provide adequate confidence that the services conform to established contractual requirements.

Quality Assurance Surveillance Plan (QASP): An organized written document used by Government for quality assurance surveillance. The document contains sampling/evaluation guides, checklists, and the performance requirements summary (PRS).

Quality Characteristics: Properties of a unit of product that may be evaluated to the specific requirements of a technical manual, drawing, specification, model, or other standard.

Quality Control (QC): Those internal management functions that include, but are not limited to, training, documented procedures, inspections, and tests (taken at the point of performance) necessary to ensure that Service Provider products and services conform to PWS requirements.

Quality Deficiency Report: The authorized means of users of DoD equipment to report, either by message or SF Form 368, equipment faults in design, operations and manufacture.

Quality Management: A planned and systematic pattern of actions necessary to provide confidence that material, data, supplies, services, and products conform to established technical requirements and achieve satisfactory performance.

Quality: The composite of attributes or characteristics, including performance of an item or product.

Random Sample: A sampling method whereby each service output in a lot has an equal chance of being selected.

Raster Device: A device that produces an image by turning dots on or off (see Bit Map).

Real Property: Land, improvement to land, buildings, structures, and items permanently affixed

to either land, building, or structure.

Recall Roster: A prioritized listing of personnel to be contacted in cases of emergent conditions/requirements usually taking place outside of normal operating hours which generally necessitates a return to the work site.

Recyclable Material: Waste material that can be transformed into new products in such a manner that the original product may have lost its identity.

Recycling: The process by which recoverable materials are transformed into new or usable products.

Refuse: All garbage, ashes, debris, rubbish, and other similar waste material.

Regular Duty Hours: Those continuous hours established in the contract to perform work functions on a recurring day-to-day basis as mandated by requirements.

Reimbursable Work: Work performed for other agencies that provide funds to cover the costs upon completion.

Reject: A unit of product determined by quality control inspection to be unacceptable for its intended use. Service that is not accepted by the customer, COR, or KO for which payment may be reduced, the service may be required to be re-performed, or there may be a combination of payment reduction and re-performance.

Replacement Furnishings: Items procured to replace items in existing inventory which have become uneconomically repairable or unsuitable for their intended use.

Requisition: An authoritative demand or request especially for personnel, supplies, or services authorized but not made available without specific request.

Residual Efficient Organization (REO): That portion of DAPS that will remain independent and distinct from the Service Provider after the award of the contract for this PWS.

Response Time: The length of time between a request and a response, or between an instruction and its execution, in a real time environment. For interactive sessions, the elapsed time between the end of an inquiry and the beginning of a response.

Responsible Individual: A person entrusted with possession of, or supervision over, Government property.

Restricted Area: Those areas designated by the Commander that require control of personnel for security reasons and/or equipment for protection of personnel and property.

Restricted Items: Items that require a higher degree of security because of their desirability or vulnerability to pilferage.

Revenue Process: The lowest level at which DAPS tracks unit production and revenue (see Unit).

Sample Size: Number of units of product or of outputs in sample.

Sample: A sample consists of one or more service outputs drawn from a lot, the outputs being chosen at random. The number of outputs in the sample is the sample size.

Sampling Guide: The part of the surveillance plan that contains the information needed to perform a random sample.

Sampling Plan: A plan which indicates AQL, number of units from each lot which are to be inspected (sample size), and criteria for determining acceptability of the lots (acceptance and

rejection numbers). This plan is used to develop sampling guide.

Scheduled Maintenance: The recurring day-to-day, periodic, or scheduled work (labor and materiel) required to preserve and maintain an RPF in such condition that it may be effectively used for its designated functional purpose. Maintenance includes work done to prevent damage that would be more costly to restore than to prevent. Maintenance may include repairs made to a facility, equipment, and/or system that will ensure dependable operation of facility, equipment, and/or system. These repairs may also include replacement of parts or components necessary keep equipment and/or systems operating effectively.

Scope: The extent or limits of the policy.

Secret Material: See *Security Classification*.

Security Classification: A category to which national security information and material is assigned to denote the degree of damage that unauthorized disclosure would cause to national defense or foreign relations of the United States and to denote the degree of protection required. There are three such categories:

Top Secret--National security information or material which requires the highest degree of protection and the unauthorized disclosure of which could reasonably be expected to cause exceptionally grave damage to the national security.

Secret--National security information or material which requires a substantial degree of protection and the unauthorized disclosure of which could reasonably be expected to cause serious damage to the national security.

Confidential--National security information or material which requires protection and the unauthorized disclosure of which could reasonably be expected to cause damage to the national security.

Security Clearance: An administrative determination by competent national authority that an individual is eligible, from a security standpoint, for access to classified information.

Service Provider: The entity that will perform the work described in the PWS (can be a private contractor or a governmental organization).

Serviceable: Property that is in condition for use. (Group A -ready for use; Group B - ready for use with minor repair).

Shall: The word "Shall" is used in connection with the Contractor and specifies that the provisions are binding.

Site Coordinator: A competent person or manager who shall be assigned to the work site at all times with authority to act for and on behalf of the Program Administrator.

Solicitation: A document requesting or inviting potential Service Providers to submit offers. Solicitations basically consist of: a draft contract and provisions on preparing and submitting offers.

Standard Operating Procedures (SOPs): A set of instructions covering those features of operations that lend themselves to a definite or standardized procedure without loss of effectiveness. The procedure is applicable unless ordered otherwise.

Standard Time: A unit time value for the accomplishment of a work task as determined by the proper application of appropriate work measurement techniques.

Standard: An acknowledged measure of comparison.

Standardization & Print on Demand: On-demand output (paper and electronic), subscriptions,

and large quantity paper output (including pre-press) typically received in electronic format for output on demand from electrostatic, electronic and laser high-speed printing/duplicating devices.

Substrate: The material on which a pigment or ink is laid down.

Surge: The accelerated production of document products and services to customers, and the expansion of all products and services to meet contingencies short of a declared national emergency utilizing existing facilities and equipment. While only existing peacetime program priorities will be available to obtain resources necessary to support accelerated program requirements, increased emphasis may be placed on the use of these existing authorities and priorities.

Technical Manual (TM): A publication providing detailed treatment of specific subjects considered necessary for full accomplishment of required training on or proper use and maintenance of a particular piece of equipment. A technical manual also contains descriptions of materiel and instructions for the operation, handling and maintenance and repair thereof: information and instructions on technical procedures exclusive of those of an administrative nature. Technical manuals may be published and distributed by the Government or by the equipment's manufacturer.

Tenant: Unit or activity of one Government agency, military department, or command which occupies facilities on an installation of another military department or command, and receives supplies or other support services from that installation.

Test: Procedure of obtaining, examining, analyzing, and evaluating data to determine conditions or verify performance capability.

Transition Period: The time preceding the contractor's assumption of responsibility. The transition period is provided to the service provider for training and to provide for a smooth transition from the current operation to the contractor operation. If a "staged" transition is negotiated, as each transition stage is completed, the contractor will assume responsibilities for the work at the facilities transitioned to contractor operations.

Turnaround Time: The elapsed time between submission of a job and the return of the results.

Unit: Each Revenue Process is associated with a unit of measure; examples include an 8.5 by 11 inch page or a labor minute.

Unscheduled Maintenance: As used in this contract, the term "Unscheduled Maintenance" shall be synonymous with nonrecurring maintenance, and unscheduled repair; and all these terms shall be understood as applicable to categories as defined herein.

Unserviceable Item: An item that, through normal fair wear and tear, misuse, mistreatment or neglect, can no longer be used for its intended purpose.

Unserviceable: Items that cannot be used because they are obsolete, worn, damaged, or otherwise not suited for purpose intended.

Utilities: Electricity, gas, water, sewage disposal, and steam are types of utilities used by this Installation. They can be provided by the Government or private companies under contract.

Vector: A line segment of a specified length and direction.

Vector Device: An output device that prints by drawing lines (a plotter, for example); (see Raster Device).

Vector Graphics: A representation of graphics and pictures using lines and curves.

Will: The word "will" is used to express a declaration of purpose on the part of the Government.

Work Center: A grouping of personnel using similar machines, processes, methods, and operations and performing homogeneous type work usually located in a centralized area. The term is used to identify a relatively small activity within a broad functional segment. Personnel within a work center perform work that basically contributes to the same end product or results and their duties are similar or closely related.

Work Instruction: Instruction for individual tasks within a procedure.

Working Hours: The hours designated by the Installation Commander for an activity to provide a product or service. Also known as duty hours.

2.2 ACRONYMS

ACO Administrative Contracting Officer

ACOD Actual Cost of Damage

ADP Automated Data Processing

ADPE Automated Data Processing Equipment

AIS Automated Information System

ALC Automation Learning Center

APL Acceptable Performance Level

AQL Acceptable Quality Level

ARR-MAR Annual Recurring Requirements for Maintenance and Repair

AS Allowance Standard

ASCII American Standard Code for Interchange of Information

AVI Audio Video Interleave

BCD Binary Coded Decimal

BOS Base Operations Support

BPA Blanket Purchase Agreement

BRAC Base Realignment and Closure Committee

B/W Black and White

B&W Black and White

CAD Computer Aided Design

CBD Commerce Business Daily

CC Cost Center

CCITT Comite Consultatif International Telegraphique Telephonique

CD ROM Compact Disc-Read Only Memory

CD-R Compact Disc-Recordable

CDR Contractor Discrepancy Report

CFM Contractor-Furnished Material

CFR Code of Federal Regulations

CLIN Contract Line Item Number

COB Close of Business (Day)

COND CD Condition Code

CONOPS Concept of Operations

CONUS Continental United States

COM Computer Output Microfilm

COR Contracting Officer Representative

COTR Contracting Officer's Technical Representative

CRF Cost Recovery Fee

CseP Customer Service Plan

CSP Customer Satisfaction Plan

CSR Customer Service Representative

CSRS/FERS Civil Service Retirement System/Federal Employee Retirement System

D&P Distribute and Print

DAO Data Access Objects

DAPS Document Automation & Production Service; *formerly*, Defense Automated Printing Service

DAPSDO Document Automation & Production Service Detachment Office

DAPSO Document Automation & Production Service Office

DCPS Defense Civilian Pay System

DFAS Defense Finance and Accounting Service

DISA Defense Information Systems Agency

DITSCAP DoD Information Technology Security Certification and Accreditation Process

DJDE Dynamic Job Descriptor Entry

DLA Defense Logistics Agency

DLAD Defense Logistics Agency Directive
Defense Logistics Acquisition Directive

DLAI Defense Logistics Agency Instruction

DLAM Defense Logistics Agency Manual

DLAR Defense Logistics Agency Regulation

DO Detachment Office
DOA Department of the Army
DoD Department of Defense
DODAAC DoD Activity Address Code
DODAAD DoD Activity Address Directory
DON Department of the Navy
DPI Dots Per Inch
DRMS Defense Reutilization & Marketing Service
DTD Document Type Definition
DTP Desktop Publishing
DWAS Defense Working Capital Accounting System
DWCF Defense Working Capital Fund
EBCDIC Extended Binary Coded Decimal Interchange Code
EC Electronic Commerce
FAR Federal Acquisition Regulations
FSC Federal Supply Class
FSL Forms Source Language
FTP File Transfer Protocol
FYTD Fiscal Year To-Date
GBC Global Binding Corporation
GFE Government Furnished Equipment
GFF Government Furnished Facilities
GFM Government Furnished Materiel
GFS Government Furnished Services
GPO Government Printing Office
GSA General Services Administration
HAZMAT Hazardous Materiel
HFS Hierarchical File System
HTML Hypertext Markup Language
IAW In Accordance With
ICR Intelligent Character Recognition

IDIQ Indefinite Delivery, Indefinite Quantity
IETM Interactive Electronic Technical and Training Manual
IGES Initial Graphics Exchange Specification
ISO International Standards Organization
ISSA Interservice Support Agreement
JCALs Joint Computer-aided Acquisition and Logistics Support
JCP Joint Committee on Printing of the U.S. Congress
JDE Job Descriptor Entries
JDL Job Descriptor Library
JEDMICS Joint Engineering Data Management Information & Control System
JPEG Joint Photographic Experts Group
JSL Job Source Language
JSL Job Source Library
KO Contracting Officer
LAN Local Area Network
LCDS Lynx Core Document Set databases
LES Leave and Earning Statement
MFD Multifunctional Device
MHE Materiel Handling Equipment
MILSTRIP Military Standard Requisitioning and Issue Procedures
MIS Management Information System
MOA Memorandum of Agreement
MOU Memorandum of Understanding
MOV Movie files in Quicktime
MPEG Moving Picture Experts Group
MSDS Material Safety Data Sheet
MWR Morale, Welfare, and Recreation
NACLC National Agency Check with Local Agency Checks and Credit Checks
NAVAIR Naval Air Systems Command
NAVSEA Naval Sea Systems Command
NIIN National Item Identification Number

NSN National Stock Number
OCONUS Outside Continental United States
OCR Optical Character Recognition
OEM Original Equipment Maintenance
OSHA Occupational Safety and Health Administration
PA Program Administrator
PDF Adobe, Inc.'s Portable Document Format
PDL Page Description Language
PLFA Primary Level Field Activity
PM Preventative Maintenance
POD Print On-Demand
PSD Personnel Support Detachment
PWS Performance Work Statement
QA Quality Assurance
QAE Quality Assurance Evaluator
QASP Quality Assurance Surveillance Plan
QC Quality Control
REO Residual Efficient Organization
RFP Request for Proposals
RP Revenue Process
SF Standard Form
SGML Standard Generalized Markup Language
SLA Service Level Agreement
SLFA Secondary Level Field Activity
SITREP Situation Report
SP Service Provider
SSA Service Support Agreement
SSN Social Security Number
SYSOUT System Output Data
TAC Transportation Account Code (Fund Cite)
TAO Track At Once

TIFF Tagged Image File Format

UIC Unit Identification Code

UPS Uninterrupted Power Supply

USMC United States Marine Corps

USPS United States Postal Service

VHS Video Home System

WAV File extension for sound files

XML eXtensible Markup Language

YTD Year To-Date

2.3 DOD DICTIONARY

The DoD Dictionary of definitions and terms is available on the Internet at <http://131.84.1.34/doctrine/jel>.

[This Page Not Used]

C-3**GOVERNMENT-FURNISHED PROPERTY AND SERVICES****Table of Contents**

3.1 INTRODUCTION	1
3.2 GOVERNMENT-FURNISHED PROPERTY (GFP)	1
3.2.1 Management of GFP	1
3.2.2 Responsibility and Liability	1
3.2.3 Relocation	1
3.2.4 Government-Furnished Facilities (GFF)	1
3.2.5 Government-Furnished Equipment (GFE)	2
3.3 GOVERNMENT-FURNISHED MATERIALS	4
3.4 GOVERNMENT-FURNISHED SERVICES	4
3.4.1 Government-Furnished Utilities.....	4
3.4.2 Telephone and Telecommunications Services.....	4
3.4.3 Mail and Package Delivery Services.....	5
3.4.4 Custodial Services.....	5
3.4.5 Refuse Collection and Disposal	5
3.4.6 Insect and Rodent Control	5
3.4.7 Grounds Maintenance	5
3.4.8 Security Police and Fire Protection	5
3.4.9 Emergency Medical Services	5
3.4.10 Connectivity	5
3.4.11 Site/System Information Assurance Certification and Accreditation	6
3.4.12 Government Furnished Data Systems.....	6
3.4.13 Training	6
3.4.14 Forms.....	6
3.4.15 Government Information	7

C-3**GOVERNMENT-FURNISHED PROPERTY AND SERVICES****3.1 INTRODUCTION**

a. The Government will make available the facilities, utilities, equipment, parts, supplies, and materials described herein as Government-Furnished Property (GFP) for use solely to perform the requirements of this Contract. Any property, facilities, utilities, equipment, parts, supplies, and materials furnished shall be used solely to perform the requirements of this contract. The Government will also provide certain services to the Service Provider as defined below.

b. The GFP offered shall not be construed as being sufficient to meet the requirements of this Contract. All GFP are offered in an "as is" condition.

c. All property furnished under this Contract will remain the property of the Government.

3.2 GOVERNMENT-FURNISHED PROPERTY (GFP)**3.2.1 Management of GFP**

The Service Provider shall manage all GFP in accordance with FAR 45.1, 45.3, and 45.5.

3.2.2 Responsibility and Liability

The Service Provider shall be liable for loss or damage to GFP beyond fair wear and tear or approved modification in accordance with FAR 52.245-5, "Government Furnished Property". The Service Provider shall notify the Contracting Officer (KO) or designee within two working days of the loss, damage, or destruction of any GFP. A formal report describing the circumstances of the loss, damage, or destruction shall be submitted to the KO or designee within five calendar days of discovery.

3.2.3 Relocation

The Service Provider shall not remove GFP from any Government furnished facility or other supported areas without prior written approval of the KO or designee.

3.2.4 Government-Furnished Facilities (GFF)

3.2.4.1 Availability. The Government will make available to the Service Provider all facilities described in Technical Exhibit-02. The space provided will be in accordance with the Facilities Plan submitted with the offerors' proposal and accepted by the KO (see Section L). The Service Provider shall utilize the facilities provided in accordance with the following two requirements:

a. Mandated Facilities. Various facilities will be mandated based upon specific production and/or unique customer mission-related requirements. Only the production work that meets the mandating criteria is required to be accomplished at these facilities. The costs of these facilities will not be included in the offeror's cost proposal nor will they be used in the cost comparison. Facilities having mandated production functions are listed in Attachment 10 and also in Technical Exhibit-20 with current workload information (see Section H).

b. Optional Facilities. Those facilities which are not mandated for use are optional to all offerors. Optional facilities and their relative costs are shown in Technical Exhibit-32. Offerors shall submit a listing of the facilities offered by the Government that will be utilized showing the applicable cost for each of these optional facilities. Costs for optional facilities will be used in the cost comparison but are not to be included in the offeror's cost proposal (see Section L.9(h)).

3.2.4.2 Maintenance, Repair and Replacement. The Government is responsible for performing the maintenance, repair and replacement of Government furnished facilities. The Service Provider is not responsible for maintenance as required under FAR 52.245-2. The Service Provider shall request through the KO or designee the performance of any repair, maintenance, and/or replacement of Government-furnished facilities.

3.2.4.3 Inspection. An inspection of GFF must be completed no later than five calendar days prior to the contractor's assumption of responsibility, within 10 calendar days of the start of any option periods, and not later than 10 calendar days before completion of contract performance period (including any option periods) by the Service Provider. The Service Provider and the KO or designee shall document the GFF inspection results and the Service Provider shall sign a hand receipt for all facilities provided by the Government. Any issues regarding the condition of the facilities will be referred to the KO or designee for resolution.

3.2.4.4 Shared Space. The Service Provider shall share some facilities with the Government. Other circumstances after award, such as the opening of a new Government site with a mandated production function, may arise which necessitate the sharing of additional GFF. When additional sharing is required the KO or designee will coordinate with the Service Provider. The Service Provider shall not relocate activities or operational units within assigned shared facilities without prior written coordination from KO or designee.

3.2.4.5 Identification of Building Managers. Within 10 working days prior to the contractor's assumption of responsibility, the Service Provider shall identify, in writing to the KO or designee, primary and alternate Building Managers for each GFF. This list of primary and alternate Building Managers shall be updated and forwarded to the KO or designee within 10 working days of the end of each of the Government's fiscal quarters (December 31, March 31, June 30, and September 30) (see CDRL 2, Exhibit A).

3.2.4.6 Notification of Needed Structural Modifications. If there is a need to modify GFF to accommodate installation of new equipment, movement or modification of equipment, removal of equipment, or provide for better customer service, the Service Provider shall request through the KO or designee the necessary modifications to the facility.

3.2.4.7 Security of GFF. The Service Provider shall be responsible for the physical security of GFF and shall secure all GFF when not in use by Service Provider personnel.

3.2.5 Government-Furnished Equipment (GFE)

3.2.5.1 Availability. The Government will make available to the Service Provider the GFE, including all Material Handling Equipment (MHE), described in Technical Exhibit-23. Items that are shared use with the Government are indicated as such. GFE will be provided to the Service Provider in an "as is" condition under FAR 52.245-19 and will be made available to the Service Provider for inspection and inventory prior to performance start date. At the pre-proposal site visits, offerors may conduct visual inspections of the GFE at the locations visited and any specific utilization scheduling for shared equipment will be identified. Offerors may request that the Government power on and/or engage any GFE in order to assess its operational condition.

3.2.5.2 Equipment Inventories. An inventory of GFE must be completed no later than five calendar days prior to the contractor's assumption of responsibility, within 10 calendar days of the start of any option periods, and not later than 10 calendar days before completion of contract performance period (including any option periods) by the Service Provider. During the inventory process the Service Provider may request that equipment be powered on and/or engaged to determine its suitability for the Service Providers use. The Service Provider and the KO or designee shall compare the inventory with Technical Exhibit-23. Items of equipment missing or not in working order shall be recorded by the Service Provider. The Government will

replace missing items and repair all items not in working order or the KO will direct the Service Provider to replace missing item(s) or accomplish the repairs required and the Service Provider will be reimbursed. The KO or designee will give disposition instructions for items beyond repair. The Service Provider and the KO or designee shall certify the agreement as to the working order of the equipment. The Service Provider's acceptance and use of GFE does not relieve the Service Provider of the responsibility for providing all equipment necessary to perform the requirements of the contract unless otherwise noted.

3.2.5.3 Obtaining Replacement of GFE

a. The Service Provider shall inform the KO or designee if there is a need to modify, upgrade, improve, or replace any item of GFE. Such changes should result in increased safety, efficiency, or other demonstrable benefits to the performance of the work described in this PWS. Requests for modifications, improvements or upgrades will be subject to the approval of the KO or designee. All such requests will be accompanied with an estimate of expected costs. The Service Provider shall not cannibalize GFE in order to repair or maintain other equipment unless authorized by the KO or designee in writing. When the Service Provider terminates its authority to use GFE in accordance with FAR 52.245-11(k), the Service Provider shall use DLA Form 1311 to notify the KO or designee.

b. Replacement of GFE Equipment that becomes worn out due to normal wear and tear shall be returned to the Government and its replacement shall be the responsibility of the Service Provider at no cost to the Government. Equipment so acquired shall remain the property of the Service Provider. The Service Provider shall be responsible for the cost of any repairs or replacement caused by negligence or abuse by the Service Provider or his/her employees.

3.2.5.4 Maintenance of GFE. In accordance with FAR 52.245-2, the Service Provider is responsible for the maintenance of all GFE.

3.2.5.5 Operating GFE. Service Provider personnel shall ensure the safe operation of GFE and Service Provider furnished equipment. When applicable, the Service Provider shall complete a report on property damage and a copy of the report shall be submitted to the KO or designee. This report shall be provided to the KO or designee within one working day of the mishap. The estimated cost of property damage shall be included.

3.2.5.6 Office Equipment. The Government will provide required office stations and provide ancillary office furniture such as file cabinets, bookcases, storage cabinets, and tables currently onsite. The minimum configuration for an "office station" is defined as:

- 1 workstation/personal computer (PC) (no less than a Windows 95-based 486/66, 16MB RAM, running a version of the Microsoft Office suite of applications)*
- 1 desk (or systems furniture workstation)
- 1 visitor's chair
- 1 trash can
- access to shared printer(s)

*The range of PCs extend to current market configurations. It is estimated that at this point in time, more than 60% of all PCs exceed the minimum configuration. Offered computers and peripheral equipment are set forth in Technical Exhibit-23. In addition to the maintenance requirements of FAR 52.245-2, the Service Provider shall be responsible for actions in accordance with manufacturers warranties, initial troubleshooting of ADPE reported problems, exterior cleaning of workstations and printers, replacement of printer consumable components

(i.e. drive roller or cutter blades, etc.), and the installation or relocation of ADPE. The Service Provider shall not alter any Government furnished software without the written approval of the KO or designee. The Service Provider is permitted to upgrade and maintain Government furnished commercially available software as long as it does not impact compatibility with Government furnished systems and communications. The Service Provider shall submit all proposed changes to the KO (upgrades, replacements, etc) regardless of whether it is Government furnished or Service Provider provided in writing for written approval prior to implementation. These changes shall be compatible with the existing Government configuration and shall meet planning initiatives. The Government will review and provide recommended changes to the Service Provider within three working days of receipt of changes.

3.2.5.7 Firewall/Intrusion Detection Equipment. The Service Provider shall not relocate nor in any way tamper with Government-furnished Firewall/Intrusion Detection equipment. Whenever service changes are required, to include, but not limited to, adding or moving devices, the Service Provider shall prepare and submit requests to the KO or designee for review and approval. The Service Provider shall obtain written approval from the KO or designee before connecting or disconnecting Service Provider Furnished Equipment to Government-furnished systems.

3.3 GOVERNMENT-FURNISHED MATERIALS

The Government will furnish on-hand consumable materials to the Service Provider at the start of the contractor's assumption of responsibility. An inventory will be conducted by the Government of all consumable materials and will be completed no later than five calendar days prior to the end of the transition period. Replenishment and ongoing purchases of consumable materials and supplies shall be the responsibility of the Service Provider. Historical data for Fiscal Year 1999 for all consumable materials used on a nationwide level are included in Technical Exhibit-22 (see Section C.4).

3.4 GOVERNMENT-FURNISHED SERVICES

All services furnished by the Government in support of this contract will only be used for the purposes described in this contract and may not be resold or otherwise misused by the Service Provider for any other purposes. Government-furnished services identified in paragraphs 3.4.1 through 3.4.10 will be provided only at those GFF where such services are currently paid for by the government through either a host agreement or other contractual arrangement (see Technical Exhibit-32). Costs for government-furnished services for GFF shall be included in the cost comparison as addressed in paragraphs 3.2.4.1a and 3.2.4.1.b.

3.4.1 Government-Furnished Utilities

All utility services (electricity, heat, fuel/gas, water, air conditioning and sewage) in GFF will be provided by the Government. The Service Provider shall comply with all local Installation energy-saving initiatives and programs.

3.4.2 Telephone and Telecommunications Services

3.4.2.1 Telephone Equipment. Service Provider personnel shall not relocate Government-furnished telephone communications equipment, nor in any way tamper with the telephone distribution system. Whenever communication services changes are required, to include, but not limited to adding and deleting phone lines, the Service Provider shall prepare and submit requests to the KO or designee for approval. The Service Provider shall obtain prior review and written approval from the KO or designee before connecting or disconnecting Service Provider Furnished Equipment to Government-furnished communications systems, lines, or equipment.

3.4.2.2 Telephone Service

a. The Government will provide telephone service for official use only through the Government system for on-post, Defense Switched Network (DSN) and local and long distance commercial calls. Telephone instruments located in the Government-furnished facilities at contract start date will provide official telephone service.

b. The Government will provide Automatic Digital Network (AUTODIN) subscriber service.

c. The KO or designee will forward bills for unofficial calls to the Service Provider for immediate payment to the Defense Finance and Accounting Service.

3.4.3 Mail and Package Delivery Services

Mail and package delivery services for customers as part of the requirements of this contract will be reimbursed for all non-priority USPS services, including postage costs associated with postal metering systems. The customer or KO or designee must approve reimbursement for priority USPS and non-USPS services prior to providing such service. The Service Provider's own internal mail and package delivery needs shall be the responsibility of (and at the expense of) the Service Provider.

3.4.4 Custodial Services

Custodial Services may include, but are not limited to, cleaning of carpets, trash pickup and removal within the facility, waxing of floors, washing of windows, cleaning of restrooms, and dusting. The placing of refuse and recycling items in curbside dumpsters or local Installation disposal or storage sites shall be the responsibility of the Service Provider.

3.4.5 Refuse Collection and Disposal

Local Installation personnel will provide the terms and conditions refuse disposal and for collection from curbside dumpsters and recycling bins. The Service Provider shall comply with all local Installation requirements concerning refuse and recycling.

3.4.6 Insect and Rodent Control

The Service Provider shall notify the appropriate Installation authorities when an insect or rodent problem is detected.

3.4.7 Grounds Maintenance

The Service Provider shall notify local Installation authorities of any safety or security issues related to grounds maintenance at these facilities. Grounds maintenance shall be understood to include mowing, trimming, edging, raking, grounds litter pickup around the perimeter of the building, snow plowing, and snow shoveling.

3.4.8 Security Police and Fire Protection

The Government's local Installation personnel will provide telephone contact information to the Service Provider.

3.4.9 Emergency Medical Services

When the Service Provider-operated facility is located on a Government Installation, Service Provider personnel involved in a medical emergency may receive treatment at Government medical facilities if such facilities are the closest or most appropriate to handling the emergency situation.

3.4.10 Connectivity

Connectivity (i.e., Internet, LAN, etc) will be provided only at those GFF that currently have that capability (see Technical Exhibit-25). Connectivity at other than those facilities shall be the responsibility of the Service Provider. All connectivity will be subject to Host Installation approval. The Service Provider shall be responsible for connectivity of equipment to the existing access point and shall attempt to resolve connectivity problems prior to notifying the KO or designee. The Service Provider shall notify the KO or designee when maintenance, repair, (after the Service Provider has attempted to resolve the problem) or change in service is required. Service Provider personnel shall not relocate the Government-furnished access points to the LAN or in any way tamper with LAN lines. The Service Provider shall be responsible for all costs associated with Service Provider initiated upgrades, changes in services, or the addition or relocation of an access point to the LAN. Any access to Government systems shall be used for official use only.

3.4.11 Site/System Information Assurance Certification and Accreditation

The Government will provide certification and accreditation of Government-furnished sites and information technology systems and networks located therein. The Service Provider shall be responsible for implementing all security controls for vulnerabilities within Government-furnished facilities as identified in the DITSCAP.

3.4.12 Government Furnished Data Systems

The Service Provider will not be required to use any government data systems in the performance of this contract. The Service Provider shall be required to interface with various customer data processing and document management systems in the performance of various services within the scope of this contract. For example, the ADP Systems Output (SYSOUT) and Leave and Earnings Statement (LES) output related requirements described in paragraphs 5.4.3 and 5.4.4 in Section C-5 of this contract require the Service Provider to interface with the specific customer data processing systems that generate and provide the data streams associated with these specific output requirements. The Service Provider shall also be required to interface with various Government document management systems. For example, the Service Provider shall be required to interface with systems such as the Joint Computer-aided Acquisition and Logistics Support System (JCALS) relative to the receipt and processing of JCALS related printing requests and associated document files. The Government's present solution for ordering and obtaining products and services online, "*doc access online*" (a secured EC web system), is offered to the Service Provider for use. For informational purposes, the DAPS "*doc access online*" e-commerce solution currently incorporates a JCALS interface.

3.4.13 Training

During the transition period only, the Government will provide training on systems (such as *doc access online*), offered to the Service Provider by the Government. The training will involve a "train the trainer" approach. The Government will train no more than two Service Provider personnel for each functional/production area. The Government will provide documentation to support the training of Service Provider personnel. Any additional training, including that provided after the transition period, is the responsibility of the Service Provider with the exception of major system upgrades by the Government. The KO or designee will coordinate training for this purpose. If the Government adds new services which require new skills and abilities that are not described in the basic contract, the Service Provider may request training. If approved by the KO or designee, the Government will provide the training at no charge, including travel and per diem.

3.4.14 Forms

The Government will furnish a copy, for Service Provider reproduction, of any form not produced through an automated system currently used in the performance of this contract. The Service Provider shall determine replenishment requirements and requisition, through the KO or designee sufficient to meet normal operational requirements. The Service Provider will be provided access through the LAN and current form software to those forms that have been automated. Government forms to be provided are in C-6.

3.4.15 Government Information

The Government will provide the Service Provider with customer feedback, including customer satisfaction surveys specific to these functions. This does not relieve the Service Provider of the responsibility for developing and implementing the Quality Control/Customer Satisfaction Plan required in Section C-1 (see Clause H.12, Quality Control/Customer Satisfaction Plan (QC/CSP) and Clause L.10, Volume 2 Proposal Submission (Technical/Management Proposal) - Content).

[This Page Not Used]

C-4

SERVICE PROVIDER-FURNISHED PROPERTY AND SERVICES

Table of Contents

4.1 INTRODUCTION	1
4.2 EQUIPMENT	1
4.3 MATERIALS AND SUPPLIES	1

C-4**SERVICE PROVIDER-FURNISHED PROPERTY AND SERVICES****4.1 INTRODUCTION**

Except for those items and services specifically stated as Government furnished (see Section C-3 and appropriate Technical Exhibit(s)), the Service Provider shall provide all items and services necessary for successful completion of this contract. This includes supervision, personnel, equipment, tools, materials, transportation, administrative support, and any other items or services necessary to operate the facilities and perform all of the taskings listed in this document. The Service Provider is also expected to actively promote document automation and technology enhancements throughout all serviced areas as stated elsewhere.

4.2 EQUIPMENT

Unless specified otherwise by the KO or designee, the Service Provider shall provide all labor required to install Service Provider-owned equipment at any Government facilities. This shall include but not be limited to: off-loading of equipment arriving at the facility, moving equipment to its new location, leveling the equipment, and securing equipment to the floor, wall, ceiling, or other permanent part of the facility. Service Provider personnel shall be responsible for coordinating with the host Installation Public Works (or other appropriate entity) the routing of necessary utilities to the new equipment to make the equipment fully functional.

4.3 MATERIALS AND SUPPLIES

The Service Provider shall purchase and maintain in stock all necessary materials and supplies associated with the performance of the work described in this contract. The only exception will be the use of the on-hand stock of materials and supplies at the start of the performance period. Materials and supplies for the performance of work in this contract include, but are not limited to, paper, compact disc recordables (CD-Rs), diskettes, toner, staples, ACCO fasteners, combs, spiral wire (plastic/metal), stitching wire, plastic laminating materials and screw posts that are a part of the products and services provided to customers. Historical data for Fiscal Year 1999 for all consumable materials used on a nationwide level are included in Technical Exhibit-22.

[This Page Not Used]

C-5

SPECIFIC TASKS

Table of Contents

5.1 INTRODUCTION	1
5.1.1 Workload History and Projections	1
5.1.2 Labor Units	1
5.1.3 Performance Standards	1
5.1.4 Material Consumption	2
5.1.5 Work Outside The Scope Of The Contract	2
5.2 MARKETING, SALES, CUSTOMER SERVICE AND SUPPORT	3
5.2.1 Marketing	3
5.2.2 Sales	3
5.2.3 Customer Service And Support	3
5.2.4 Performance Requirements for Customer Service and Support, Marketing and Sales - 5.2 through 5.2.3.6	9
5.3 DOCUMENT AUTOMATION	12
5.3.1 Desktop Publishing	12
5.3.2 Document Conversion	13
5.3.3 CD-R Production	16
5.3.4 Diskette Duplication	18
5.4 ELECTRONIC/ELECTROSTATIC OUTPUT	19
5.4.1 Substrate Requirements	19
5.4.2 Small Format Black & White, Spot Color Related Output	20
5.4.3 ADP SYSOUT	21
5.4.4 Leave And Earnings Statement (LES) Production	22
5.4.5 Large Format Black And White Output	23
5.4.6 Small Format Full Color	24
5.4.7 Large Format Full Color Output	25
5.5 MICROGRAPHIC SERVICES	26
5.5.1 Computer Output To Microfiche (COM)	26
5.5.2 Source Document Microfilm	27
5.5.3 Microfiche Duplicating	27
5.5.4 Aperture Cards	27
5.5.5 Performance Requirement For Micrographic Services - 5.5 through 5.5.4.2	27
5.6 BINDING AND FINISHING	28
5.6.1 Standard And Spiral/GBC Punching/Drilling	28
5.6.2 Spiral/Comb Binding	28
5.6.3 Prong Fasteners	28
5.6.4 Screw Posts	28
5.6.5 Stitching	29
5.6.6 Padding	29
5.6.7 Adhesive And Perfect Binding	29
5.6.8 Folding, Scoring, And Perforating	29
5.6.9 Collation And Assembly	29
5.6.10 Lamination	29
5.6.11 Foam Core Mounting	29
5.6.12 Cutting	29
5.6.13 Performance Requirement For Binding And Finishing – 5.6 through 5.6.12	29
5.7 SPECIALTY SERVICES	30

5.7.1 Metal Photo	30
5.7.2 Silk Screening.....	31
5.7.3 Smart Cards	32
5.7.4 Target Printing	35
5.8 DISTRIBUTION SERVICES	36
5.8.1 Wrapping And Packing	36
5.8.2 Labeling/Addressing	36
5.8.3 Mailing	37
5.8.4 Postage Charges.....	37
5.8.5 Pickup And Delivery	37
5.8.6 Performance Requirement for Pickup and Delivery – 5.8 through 5.8.5.....	37
5.9 CLASSIFIED MATERIAL	38
5.9.1 Receipt Of Classified Material.....	38
5.9.2 Control Of Classified Material	38
5.9.3 Distribution Of Classified Material.....	38
5.9.4 Destruction Of Classified Material.....	39
5.10 INFORMATION TECHNOLOGY CONSULTING AND INTEGRATION SERVICES	39
5.10.1 Information Technology Consulting	39
5.11 DOCUMENT MANAGEMENT	39
5.11.1 Document Input and Processing	40
5.11.2 Retrieval and Display	40
5.11.3 Document Review and Approval.....	40
5.11.4 Document Services	40
5.11.5 Document Management Systems Administration.....	40
5.11.6 User Support	40
5.11.7 Proposals.....	40

C-5

SPECIFIC TASKS

5.1 INTRODUCTION

The Service Provider shall actively promote document automation and is encouraged to identify/propose technology enhancements and other innovative solutions to facilitate and expedite the DoD's desired transition to a paperless environment to the Contracting Officer (KO) or designee for review and consideration. The Service Provider shall be responsible for all supervision, personnel, equipment, tools, materials, transportation, and other items and services necessary to perform the required work as defined in this Performance Work Statement (PWS), except as specified in Section C-3, Government-Furnished Property and Services. The Service Provider shall perform to the standards set forth in this PWS and any contract in which it is incorporated.

5.1.1 Workload History and Projections

Technical Exhibit-06 shows historical units for the various DAPS revenue processes on both the nationwide and site-specific level for the fiscal years 1998 and 1999. Estimated totals for fiscal year 2000 and projected totals for five future years are also included. Technical Exhibit-33 shows seasonal trends in workload for all DAPS service areas. DAPS revenue processes are described in both general and specific terms in Technical Exhibit-04. Customer service workload will vary based on the number and type of jobs received. The estimated total number of jobs received in fiscal year 1999 for all sites is shown by PWS service area in Technical Exhibit-09. Technical Exhibit-08 provides the estimated number of units per job for the various service areas. Other Technical Exhibits that contain historical and/or projected workload data include Technical Exhibits-10, 14, 18 and 21.

5.1.2 Labor Units

There are labor units reported within the Technical Exhibits that are associated with virtually all service areas of this contract. These units correspond to various tasks that are performed within Document Automation, Electronic/Electrostatic Output, Micrographic, Binding and Finishing, Specialty, Distribution and Classified Material Handling. Typical tasks performed are as follows:

- 5.3 Document Automation
 - Vector Conversion
 - Programming hypertext linking
 - Customized indexing
- 5.4 Electronic/Electrostatic Output
 - Document preparation
 - Electronic prepress/makeready
 - SYSOUT Programming
- 5.5 Micrographic
 - COM Programming
 - Filing and retrieving aperture cards
- 5.6 Binding and Finishing
 - Disassembly and re-assembly
 - Insertion of text or foldouts

5.1.3 Performance Standards

The performance standards for quality and timeliness are outlined in the individual service areas and are applicable at that level. The performance standards outlined within this section pertain to all service areas. The Government will apply all standards to the local site level; see Technical Exhibit-01, Performance Requirements Summary (PRS).

5.1.3.1 Quality

- a. The Service Provider shall be responsible for ensuring the optimal quality of all products and services provided under this contract. The Service Provider shall be responsible for ensuring that re-work associated with non-conformance with customer specifications or poor quality workmanship is minimal and shall be responsible for all such re-work requirements. One of the DAPS organization's primary goals in the Director of the Defense Logistics Agency's current performance contract with the Defense Management Council is to minimize and gradually decrease the cost of re-work as specified in Technical Exhibit-13.
- b. All re-work required due to non-conformance with customer specifications or poor quality workmanship shall be performed by the Service Provider at no additional cost to the Government (see Clause E.2, Price Reduction for Non Conforming Services).

5.1.3.2 Timeliness

- a. The performance standards for timeliness are outlined in the individual sections. The turnaround times reflect all services that are required for the final product of a given section. For example, the customer-specified completion/delivery requirement for small format black and white output encompasses the following:
 - Receipt and Processing of Work Requests
 - Printing/Duplicating
 - Finishing
 - Distribution
- b. It is anticipated that DAPS' customers will demand progressively shorter turnaround times, as reflected by industry trends. Estimated turnaround times expected at time of contract award and historical data on turnaround times are contained in Attachment 9.
- c. The Service Provider shall take into account these turnaround times when developing facility, personnel and equipment requirements to meet or exceed the performance standards for timeliness specified in paragraphs 5.3.1.5, 5.3.2.6, 5.3.3.8, 5.3.4.5, 5.4.2.2, 5.4.3.2, 5.4.4.2, 5.4.5.1, 5.4.6.1, 5.4.7.1, 5.5.5, 5.6.13, 5.7.1.2, 5.7.2.2, 5.7.3.7, 5.7.4.3 and 5.8.6 (see Clause L.10, Volume 2 Proposal Submission (Technical/Management Proposal) – Content).

5.1.3.3 Reporting. The Service Provider shall provide monthly reports to be received on the 5th working day of each month by the KO or designee. The report shall detail work requests that required re-work or were rejected by the customer and the number of work requests that did not meet the agreed upon delivery date (see CDRL 4, Exhibit A).

5.1.4 Material Consumption

Historical data for Fiscal Year 1999 for all consumable materials used on a nationwide level are included in Technical Exhibit-22.

5.1.5 Work Outside The Scope Of The Contract

The Service Provider shall refer all customer requests for, and inquiries concerning, products and services which are beyond the scope of this contract but within the purview of the Government (including, for example, legislatively controlled printing and related requirements, copier management services, etc.) to the designated component of the Government for

processing. Specific guidance regarding the handling of work requests that are beyond the scope of the contract and within the purview of the REO will be provided upon contract award.

5.2 MARKETING, SALES, CUSTOMER SERVICE AND SUPPORT

DAPS currently has a comprehensive marketing, sales and customer service and support program. The management and responsibility for the overall program shall remain with the Government. The Service Provider shall have marketing, sales, customer service and support responsibilities at the local service level only in accordance with the overall program as set forth below at each production and service outlet where customers obtain products and services currently provided by DAPS (see Clause H.6, Technology Enhancement and Innovation and Clause H.8, Award Term Option).

5.2.1 Marketing

- a. The Service Provider, at the local level, will focus its efforts on identifying new customers and determining the most appropriate products and services solutions within the scope of the contract. The Service Provider's marketing role shall include interaction and communication exchange with the DAPS Residual Efficient Organization (REO) by participation in all DAPS Marketing Team meetings that are typically held quarterly. All marketing initiatives which expand beyond or outside the scope of the contract and/or the local service area shall be coordinated with the KO or designee.
- b. The Service Provider shall provide a quarterly report of all marketing efforts by the 15th day of each of the Government's fiscal quarters (December 31, March 31, June 30, and September 30) for the previous quarter to the KO or designee. Customer/account identification method utilized shall be consistent with that used in meeting all reporting requirements noting identification of customers/accounts (see CDRL 5, Exhibit A).

5.2.2 Sales

The Service Provider shall provide customer consultation, account development/management and shall assume responsibility for overall revenue growth at each local service level within the customer base. All new customer requirements which expand beyond or outside the scope of the contract and/or the local service area shall be coordinated with the KO or designee.

5.2.3 Customer Service And Support

The Service Provider shall provide customer service and support to include communication of accurate information on DAPS products and services and provide customer education and consultation programs at the local facility/site level. The Service Provider shall also actively promote all DAPS document automation, equipment management solutions and traditional document output capabilities (including those services within the scope of this contract and those services, programs, and initiatives under the auspices of the DAPS) at the local level that will result in customer fulfillment and mission support in keeping with the overall DAPS mission and DoD goals. All support and customer service requirements which expand beyond or outside the scope of the contract and/or the local service area shall be coordinated with the KO or designee.

- a. Overall customer satisfaction and loyalty measurement, analysis and corrective action monitoring remain the responsibility of the Government and the effectiveness of all efforts shall continue to be monitored and measured through the use of customer satisfaction and loyalty surveys as addressed in paragraph 5.2.4 and Technical Exhibit-35.
- b. The Service Provider shall be responsible for maintaining and providing to the KO or designee a current database of customer data which includes the customer name,

organization, telephone number, e-mail and mailing address. The Service Provider shall provide this database by the 15th day of each of the Government's fiscal quarters (December 31, March 31, June 30, and September 30) for the previous quarter to the KO or designee. Customer/account identification method utilized shall be consistent with that used in meeting all reporting requirements noting identification of customers/accounts (see CDRL 6, Exhibit A).

- c. The Service Provider shall be responsible for providing customer service and support through direct and personal interface with the customer at the local facility/site level. Customer service and support includes but is not limited to the following:
- Education
 - Consultation (of a general nature, separate from Information Technology Consulting and Integration Services as addressed in paragraph 5.2.3.2)
 - Receipt of Work Requests and Materials
 - Processing of Work Requests and Materials
 - Payment for Services
 - Resolution of Complaints, Disputes, and Discrepancies.
- d. The customer services and support contained within this contract shall be provided by any combination of face-to-face meetings, written communications, telephone conversations, and electronic collaboration.

5.2.3.1 Education

- a. The Service Provider shall be responsible for advising customers on the roles and responsibilities of and products and services available from DAPS. The Service Provider shall also coordinate with the KO or designee regarding all customer requests or inquiries not related to the services directly contained in this contract, which extend outside the boundaries of the local facility/service area, or which effect customer activities/agencies beyond the local installation level.
- b. The Service Provider shall be responsible for educating all customers within the local service area on industry advancements in digital technology and document automation/document management solutions which might enhance customer mission accomplishment
- c. The Service Provider may provide local customer education seminars, open houses, etc., to heighten customer knowledge and to achieve increased customer goodwill and loyalty. These efforts must be coordinated with the KO or designee.

5.2.3.2 Consultation. The Service Provider shall be responsible for providing customer service related consultation. These services typically include but are not limited to the following:

- Products and Services
 - Regulations and Procedures
 - Technical Advice and Assistance
 - Cost Estimates
- a. **Products and Services.** The Service Provider shall be responsible for providing guidance and assistance in response to customer inquiries regarding the following products and services covered under this contract:

- Desktop Publishing
 - Document Conversion
 - CD-R Production/Reproduction
 - Diskette Duplicating
 - Substrate Requirements
 - Small Format B/W & Spot Color
 - ADP Systems Output (SYSOUT)
 - Leave and Earnings Statements
 - Large Format B/W
 - Small Format Full Color
 - Large Format Full Color
 - Computer Output Microfilm (COM)
 - Source Document Microfilm
 - Microfiche Duplicating
 - Aperture Cards
 - Standard & Spiral/GBC Punching/Drilling
 - Spiral/GBC Binding
 - Padding
 - Prong Fastening
 - Screw Posting
 - Stitching
 - Adhesive & Perfect Binding
 - Folding/Scoring/Perforating
 - Collation & Assembly
 - Lamination
 - Cutting
 - Metal Photo
 - Silk Screen Printing
 - Smart Cards
 - Target Printing
 - Wrapping/Packing
 - Labeling/Addressing
 - Mailing
 - Pickup & Delivery
- OPTIONAL SERVICES:
- Information Technology Consulting and Integration
 - Document Management

b. Regulations and Procedures

1. The KO or designee will be responsible for providing advice, guidance and updates on Congressional and DoD directives, instructions, regulations, manuals, and policies pertaining to document automation, printing and duplicating to the Service Provider. DoDD Instruction 5330.3 currently describes the DAPS role for providing these services to the DoD. The Service Provider shall ensure all regulatory and procedural information is incorporated into their customer service and support programs.
2. The Service Provider shall be responsible for advising customers on the proper procedures for conducting business and obtaining products and services from the Service Provider. Additionally, the Service Provider shall be responsible for advising customers on the roles and responsibilities of, and products and services available from DAPS and shall refer all customer requests or inquiries regarding such which are not related to the contract to the appropriate entity within the Government.

c. Technical Advice and Assistance

1. The Service Provider shall be responsible for advising the customers on the technical aspects of products and services offered under the contract. The Service Provider

shall advise and assist customers with the creation and submission of electronic work requests and associated digital files.

2. The Service Provider shall be responsible for assisting customers with the pre-production aspects associated with the products and services offered under this contract. Typical pre-production assistance includes, but is not limited to, document design and layout, creation of print-ready files, connectivity, conducting capability demonstrations, and development of mock ups for customer evaluation.
 3. The Service Provider shall assist customers on the use of Electronic Commerce (EC) solutions for ordering and obtaining products and services offered by this contract. The Government's present solution for ordering and obtaining products and services online is "*doc access online*" (a secured EC web system) and is offered to the Service Provider (See Section C-3). However, any proposed modifications/enhancements or use of this Government furnished software application shall be coordinated with the KO or designee. The Service Provider may also suggest alternative solutions for review and approval by the Government.
- d. **Cost Estimates.** The Service Provider shall be responsible for estimating costs associated with work to be performed and providing the information to customers. Estimates are frequently provided without access to complete materials or specifications, or required timeframes to complete the job. Additionally, the Service Provider shall provide estimates based on the most cost effective methods for producing the work. When customers have supplied all necessary materials and specifications, the Service Provider shall provide the customer with a firm fixed price to perform the work. The Service Provider shall notify the customer prior to production if original price estimates would be exceeded. Customer requests for estimates for work outside the scope of this contract but still within the DAPS mission shall be referred to the appropriate entity within the Government.

5.2.3.3 Receipt of Work Requests and Materials. The Service Provider shall be responsible for receiving hardcopy and digital work requests and materials. Hardcopy work requests and materials are generally received via hand delivery, mail, or at designated customer pickup/drop off locations. Digital work requests and materials are received via online or offline media that is hand delivered or mailed. The Service Provider shall ensure that work requests and materials are complete and in acceptable condition to meet the customer requirements. The Service Provider assumes responsibility for the safekeeping and condition of all materials submitted by customers for work performed under this contract. Classified materials must be handled and stored in accordance with all applicable regulations.

- a. **Digital Work Requests and Materials.** The Service Provider shall be responsible for receiving digital work requests and materials. Typically, these digital files are received via "*doc access online*", electronic mail, File Transfer Protocol (FTP), local base network, dedicated lease line, and by portable media such as CD-ROM, floppy diskette, and high capacity disk. Additionally, digital source files are retrieved and exported from various internal and external databases and electronic document management systems. Dedicated leased lines, cartridge and 9-track tapes are primarily associated with receipt of ADP SYSOUT work requests and materials. Digital source files received for subsequent composition and formatting, printing, conversion, and storage include but are not limited to:

- Page Description Language (PDL)
- Application Files

- ADP Data Streams

Common file types associated with these file sources are identified in Technical Exhibit-28.

- b. Hardcopy Work Requests and Materials.** The Service Provider shall be responsible for receiving hardcopy work requests and materials. Typically, hardcopy work requests are received on a wide variety of Government forms (see Technical Exhibit-29). Hardcopy materials include, but are not limited to, paper of various weights and sizes, film positives and negatives, and mylar.

5.2.3.4 Processing Work Requests and Materials

- a.** The Service Provider shall be responsible for ensuring work requests contain sufficient data required to complete each job. The Service Provider shall ensure that work requests and materials are submitted only by authorized representatives and contain the following:
- Valid and Sufficient Funding
 - Complete Specifications (see Technical Exhibit-30 for examples)
 - Complete Materials
- b.** The Service Provider shall inspect the materials that are provided with the work request to ensure that they are in acceptable condition for processing.
- c.** The Service Provider shall notify the customer when work requests are submitted with incomplete specifications, when the funding citation is invalid or insufficient, or when materials are incomplete or unacceptable.
- d.** The Service Provider, upon request, shall be responsible for providing customers the status of work requests within two hours.
- e.** The Service Provider shall refer all customer requests for products and services which are beyond the scope of this contract to the designated component of the Government.
- f. Material Preparation.** The Service Provider shall be responsible for preparing customer furnished materials for processing. Typical functions performed to prepare hardcopy materials for processing shall include, but are not limited to, removing staples, straightening bent corners, removing binding elements, and hardcopy cleanup (removing speckles, stains, and production of duplicate originals). For digital files received, functions include, but are not limited to, checking file formats, virus scanning, pre-flight checking, and creation of PDL files for output.
- g. In-House Work.** The Service Provider shall be responsible for processing in-house work requests, upon verification that work requests and materials are complete, as outlined in paragraph 5.2.3.4. The Service Provider shall be responsible for keeping a copy of all work requests in addition to a record of receipt date, customer required delivery date, completion date, and complete job/production specifications for each request. The Service Provider shall perform all work in conformance with the production specifications provided on each work request.
- 1. Proofing.** The Service Provider shall be responsible for providing proofs and advance printed copies of various publications to customers upon request for review and approval prior to final production. These proofs shall be provided in either hardcopy or softcopy formats. Hardcopy proofs shall be faxed, mailed, or hand delivered to customer representatives for review and approval, whereas softcopy reviewing and proofing shall be performed on-line.

2. Document Archiving. The Service Provider shall be responsible for maintaining document archives that contain a variety of hardcopy and digital document samples to assist customers in consultation and pre-planning requirements. The Service Provider shall maintain a portfolio of digital and hardcopy samples for standard and recurring documents such as ceremonial and other event programs, brochures, and related materials to support customer consultation and pre-production planning, design, and layout requirements. Document samples on hand at DAPS locations at the time of award will be turned over to the Service Provider. The Service Provider shall maintain digital archives of various digital assets such as frequently requested and revised documents, graphic images, logos, and signatures to facilitate and reduce the costs associated with the editing and updating, re-purposing, demand publishing, and reprinting of these documents. With regard to document scanning and conversion-related work, the Service Provider shall maintain a library of the resultant output files for a minimum period of two years. Many of these converted files are exported to various internal and external databases and electronic document management systems.

5.2.3.5 Payment For Services

- a. As specified in Section H, the Service Provider shall forward to DAPS the funds generated by the established cost recovery (see Clause H.15, Reimbursement to DAPS and Clause H.24, Audit of Contractor Records).
- b. The Service Provider shall be responsible for collecting payment for all completed products and services provided under this contract from each customer.
- c. DAPS customers currently allocate funding and pay for services via a wide variety of methods, including, but not limited to, credit cards, appropriated fund citations on various funding documents such as those included in Technical Exhibit-29, and checks. During Fiscal Year 1999, 28% of DAPS total revenue was paid by credit card and the remaining 72% of total revenue was paid by fund citations and checks although the vast majority of that 72% was paid via appropriated fund citations.
- d. Approximately 55,000 individual customer identification numbers have been assigned by DAPS. Each identification number may be assigned to a command, activity or a single customer within an activity and is defined as a "customer account." Many of these customer accounts have numerous sub-accounts such as, multiple departments or requisitions within an activity, for which billing detail is also required (See Technical Exhibit-31).
- e. The Service Provider shall accept and process requests for products and services under this contract during mobilization, emergency and combat contingency situations. During such situations the Service Provider shall complete the work by the delivery time specified by the customer. The Service Provider shall be responsible for ensuring that customers are reminded at the start of each contract period and at the start of each fiscal year that they are to provide a suitable funding document to cover such requirements.
- f. **Reporting**
 1. The Service Provider shall submit to the KO or designee by the 5th working day of each month required digital (Microsoft Excel format) accounting reports as follows (see CDRL 7, Exhibit A):
 - A monthly and fiscal year to date report of total units produced by CLIN for each service location.

- A monthly and fiscal year to date report of total units produced by CLIN for each customer at each service location.
 - A monthly report showing each line of accounting (appropriation and subhead) for each individual requisition/work request billed to a customer's funds.
 - A monthly report showing each credit card billing by branch of service, i.e., Navy, Air Force, etc., for each individual requisition/work request billed to a customer's credit card account.
 - A monthly report showing total monies collected.
2. The Service Provider shall provide customers a web-based solution for them to view their current and historical account status data on line. This system shall provide at least the level of functionality currently provided by the Government (the Government's current solution is "DWAS on the Web"). Typical on-line report options that are currently demanded by customers and provided by the Government are shown in Technical Exhibit-31 and include:
- The authorized funding and remaining account balance for each requisition/work request.
 - The itemized cost of each requisition/work request by CLIN.
 - In lieu of submitting individually funded requisitions for each work request, it has become a common practice for customers to establish "open/blanket" accounts which allow multiple work requests to be placed against a single fund citation/requisition for a specified period.
3. In addition to the data elements described above, customers often require additional cost itemization by individual organizational code or department or project/program. Customer reports requiring additional billing detail as addressed in the preceding sentence or which require additional identification of requisition/work request elements (which can include, but is not limited to, data regarding the number of originals, run length, and total impressions for each individual duplicating work request shall be provided by the Service Provider as required. Such optional customized reports will be charged for under CLIN 0019. Some currently provided customized reporting requirements are identified in Technical Exhibit-36. Many of these specific reporting requirements are outlined in existing MOAs, SLAs, and other agreements listed in Technical Exhibit-26 and shown in Attachment 8.

5.2.3.6 Resolution Of Complaints, Disputes, And Discrepancies

- a. The Service Provider shall be responsible for working with customers to resolve issues or problems dealing with any services provided under this contract. Typically, these issues and problems involve missed delivery dates, inadequate service, or dissatisfaction with a product or service. The Service Provider shall resolve such problems to the satisfaction of the customers and with minimal impact on the customers' missions and functions. The Service Provider shall refer issues and problems to the KO or designee in the event they are not resolved to the satisfaction of both parties.
- b. Customers are entitled to discuss the performance of the Service Provider with the KO or designee.

5.2.4 Performance Requirements for Customer Service and Support, Marketing and Sales - 5.2 through 5.2.3.6

Requirement	Performance Standard	Reporting Method	Surveillance Method
<p>Customer Service and Support (As Described in 5.2.3)</p> <p>Quality and Timeliness: The Service Provider achieves acceptable results on customer satisfaction surveys and implements appropriate corrective action on all customer identified discrepancies and problem areas.</p>	<p>Quality and Timeliness: The Service Provider meets or exceeds a 93% customer satisfaction rating and meets or exceeds a customer loyalty index rating of 63% in FY02, 66% in FY03, 69% in FY04, 72% in FY05 and 75% in FY06.</p> <p>Customers acknowledge timely and satisfactory improvements on all identified discrepancies and problem areas in subsequent surveys.</p>	<p>Customer Satisfaction Surveys</p> <p>Complaints Documentation</p>	<p>100% Review of customer satisfaction surveys promulgated by the Government of customers serviced within each service location on a quarterly basis.</p> <p>100% inspection of all complaints documentation on a monthly basis.</p>
<p>Education (As Described in 5.2.3.1)</p> <p>Quality: Expert educational assistance is given to all customers on digital document solutions and the full range of DAPS products and services.</p> <p>Timeliness: N/A</p>	<p>Quality: The Service Provider meets or exceeds a 93% customer satisfaction rating and meets or exceeds a customer loyalty index rating of 63% in FY02, 66% in FY03, 69% in FY04, 72% in FY05 and 75% in FY06.</p> <p>Sales figures show increasing utilization of document automation CLINs throughout the customer base.</p> <p>Timeliness: N/A</p>	<p>Customer Satisfaction Surveys</p> <p>As required by report referenced in paragraph 5.2.3.5.f.(1)</p>	<p>100% review of customer satisfaction surveys promulgated by the Government of customers serviced within each service location on a quarterly basis.</p> <p>100% review of the monthly report showing CLIN utilization, i.e., products produced and sold.</p>
<p>Consultation (As Described in 5.2.3.2)</p> <p>Quality: Customers at each location are provided expert consultation for all products and services offered under this contract. Offers alternative solutions to reduce cost to the customer.</p> <p>Timeliness: Customer consultation is performed within agreed upon timeframes with customers.</p>	<p>Quality and Timeliness: The Service Provider meets or exceeds a 93% customer satisfaction rating and meets or exceeds a customer loyalty index rating of 63% in FY02, 66% in FY03, 69% in FY04, 72% in FY05 and 75% in FY06.</p> <p>Customers acknowledge timely and satisfactory improvements on all identified discrepancies and problem areas in subsequent surveys.</p>	<p>Customer Satisfaction Surveys</p> <p>Complaints Documentation</p>	<p>100% review of customer satisfaction surveys promulgated by the Government of customers serviced within each service location on a quarterly basis.</p> <p>100% inspection of all complaints documentation on a monthly basis.</p>
Regulations and Procedures (As	Quality and Timeliness: The Service Provider meets or exceeds a 93%	Customer Satisfaction	100% review of customer satisfaction

Requirement	Performance Standard	Reporting Method	Surveillance Method
<p>Described in 5.2.3.2.b)</p> <p>Quality: Expert advice and guidance is given to all customers on regulations that pertain to in-house production, DoD, GPO, JCP and other legislative guidance for production of products and services offered.</p> <p>Timeliness: As requested by each customer.</p>	<p>customer satisfaction rating and meets or exceeds a customer loyalty index rating of 63% in FY02, 66% in FY03, 69% in FY04, 72% in FY05 and 75% in FY06.</p> <p>Customers acknowledge timely and satisfactory improvements on all identified discrepancies and problem areas in subsequent surveys.</p>	<p>Surveys</p> <p>Complaints Documentation</p>	<p>surveys promulgated by the Government to customers serviced within each service location on a quarterly basis.</p> <p>100% inspection of all complaints documentation on a monthly basis.</p>
<p>Technical Advice and Assistance (As Described in 5.2.3.2.c)</p> <p>Quality: Expert technical advice is provided to all customers serviced to promote the submission of work through electronic methods.</p> <p>Timeliness: As requested by each customer.</p>	<p>Quality and Timeliness: The Service Provider meets or exceeds a 93% customer satisfaction rating and meets or exceeds a customer loyalty index rating of 63% in FY02, 66% in FY03, 69% in FY04, 72% in FY05 and 75% in FY06.</p> <p>Customers acknowledge timely and satisfactory improvements on all identified discrepancies and problem areas in subsequent surveys.</p>	<p>Customer Satisfaction Surveys</p> <p>Complaints Documentation</p>	<p>100% review of customer satisfaction surveys promulgated by the Government of customers serviced within each service location on a quarterly basis.</p> <p>100% inspection of all complaints documentation on a monthly basis.</p>
<p>Cost Estimates As Described in 5.2.3.2.d)</p> <p>Quality: Ensure accurate cost estimates are provided to customers. Customers are advised when cost estimates exceed authorized funding levels.</p> <p>Timeliness: Cost estimates are provided as requested by each customer.</p>	<p>Quality and Timeliness: Cost estimates provided to customers as required.</p> <p>The Service Provider meets or exceeds a 93% customer satisfaction rating and meets or exceeds a customer loyalty index rating of 63% in FY02, 66% in FY03, 69% in FY04, 72% in FY05 and 75% in FY06.</p>	<p>Customer Satisfaction Surveys.</p> <p>Complaints Documentation</p>	<p>100% review of customer satisfaction surveys promulgated by the Government to customers serviced within each service location on a quarterly basis.</p> <p>100% inspection of all complaints documentation on a monthly basis.</p>
<p>Processing Work Requests and Materials (As Described in 5.2.3.4)</p> <p>Quality and</p>	<p>Quality and Timeliness: 98% of all work requests that are received at each location are handled in accordance with provided guidelines in a timely manner.</p>	<p>Job Logs</p>	<p>Random sampling on a quarterly basis of all job logs which shall include all jobs beyond the scope of contract as well as all</p>

Requirement	Performance Standard	Reporting Method	Surveillance Method
Timeliness: Ensure that work requests both for in-house and that are beyond the scope of the contract are handled in a timely manner.			contract as well as all jobs produced by the Service Provider.
Resolution of Complaints, Disputes, and Discrepancies As Described in 5.2.3.6) Quality and Timeliness: Ensure that resolution of complaints, disputes, and discrepancies are resolved to the satisfaction of the customer.	Quality and Timeliness: For each service location, 98% of all customer complaints, disputes, and discrepancies are resolved to the customer's satisfaction.	Complaints Documentation Customer Satisfaction Surveys	100% inspection of all complaints documentation on a monthly basis. 100% review of customer satisfaction surveys promulgated by the Government to customers serviced within each service location on a quarterly basis.

5.3 DOCUMENT AUTOMATION

The Service Provider shall be responsible for providing a wide range of document automation services as required by the customer. Typical document automation services shall include, but are not limited to, desktop publishing, document conversion, CD-R production, and diskette duplication, information technology consulting and integration, and document management.

5.3.1 Desktop Publishing

- a. The Service Provider shall be responsible for providing desktop publishing services to compose various publications. The types of publications produced range from common publications such as letterhead, business cards, signs, posters, flyers, and newsletters to more complex documents such as ceremonial programs, forms, booklets, catalogues, technical and training manuals.
- b. The desktop publishing work involves various source documents provided on different media (hardcopy, photographs, and digital documents). In addition, the digital documents involve a variety of source application files derived from word processors, spreadsheets, databases, publishing, and graphics programs. Files are received in varying degrees of readiness for production.
- c. Customers are increasingly demanding Interactive Electronic Technical and Training Manuals (IETMs), and other multimedia digital publications that incorporate text, graphics, animation, video, and audio.

5.3.1.1 Page Layout. The Service Provider shall be responsible for performing page layout functions in the design or editing of documents as requested by the customer. Page layout encompasses the formatting of text and objects on the page. The Service Provider shall be responsible for adhering to page format, size, design principles (white space, use of color, etc.) and basic page elements (margins, columns, headings, text items, etc.) set forth by applicable DoD regulations, policies, and standards and specifications to meet customer requirements.

5.3.1.2 Typesetting. The Service Provider shall be responsible for typesetting services, which typically involve the composition, insertion or revision of text within a document. The typesetting services include but are not limited to the formatting of text (typeface, size of type, color, tabs, indents, etc.).

5.3.1.3 Graphics, Object, and Images

- a. The Service Provider shall be responsible for the creation, enhancement, or revision of graphical elements. Typically, graphical elements shall entail art, pictures, illustrations, charts, tables, and other figures. Many of the documents contain DoD seals, Agency logos, diagrams, and photographs. Other graphical elements that are contained within the documents are, lines, boxes, and screens (frame fills). The Service Provider shall be responsible for incorporating required graphics, object, and images into documents.
- b. When requested, the Service Provider shall be required to create or revise multimedia clips. Multimedia clips may include, but are not limited to, animated graphics, audio and video clips. The Service Provider shall be responsible for the incorporation of multimedia clips into documents.

5.3.1.4 Preflighting. The Service Provider shall be responsible for performing preflight checks on all digital documents. Preflight checks shall include, but are not limited to, examining proofs, fonts, page-layout, page setup, color, images, trappings, vector graphics, and bitmaps to ensure the final visual image conforms to specifications.

5.3.1.5 Performance Requirement for Desktop Publishing – 5.3 through 5.3.1.5

Requirement	Performance Standard	Reporting Method	Surveillance Method
Document Automation-Desktop Publishing (As Described at 5.3.1)	<p>Quality: Desktop Publishing products are properly formatted and free of typographical errors for 98% of all pages for Desktop Publishing work requests.</p> <p>Timeliness: The Service Provider shall be responsible for ensuring agreed upon delivery dates are met on at least 98% of all routine work requests for Desktop Publishing. 99% of all work requests that are mission critical and/or time and date sensitive (as specified by the customer) are completed within the customer-required timeframe.</p>	As required by paragraph 5.1.3.3	100% review of monthly reports annotating delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job records.

5.3.2 Document Conversion

The Service Provider shall be responsible for converting diverse hardcopy, microfilm, and digital documents to a wide variety of electronic formats. Document conversion entails document preparation, scanning, conversion, quality control, and output processes. In addition, value-added services such as hypertext linking and indexing of documents shall be required. Typical types of document conversion commonly performed are: conversion of hardcopy and digital source documents to raster, vector, portable document format, and assorted application file formats.

5.3.2.1 General Specifications and Requirements

- a. The Service Provider shall be responsible for returning all hardcopy, microfilm, and digital originals to the originators in the same condition and sequence as received.
- b. The Service Provider shall be responsible for creating a reference file for all scanned and converted data, as required. The reference file shall be structured from the source data and may be incorporated in the raster image header, incorporated as PDF bookmarks, or provided separately, as required and shall, as a minimum, consist of document number, document title, date, revision level and page number. All reference file elements shall be parsed to ensure compliance with requirements and may also be required to link to PDF-wrapped file collections.
- c. The Service Provider shall be responsible for maintaining a record of all customer identified corrections attributable to Service Provider related errors or deficiencies.

5.3.2.2 Source Documents. The Service Provider shall be responsible for converting a wide variety of source documents that are provided by the customer. Typical types of source documents are hardcopy, microfilm, digital and analog documents or files.

- a. **Hardcopy.** The Service Provider shall be responsible for processing hardcopy source documents to be digitized. Source documents may be printed on one or two sides on various substrates and may include foldouts up to a length of 80". Typical source documents contain either single or multiple column format, multiple fonts and varying character sizes, subscripts, superscripts and non-ASCII characters, tabular material, equations, and data in either portrait, landscape, or mixed orientation on the same page. Documents consist of different page sizes, a mixed-content of text and graphics on the same page, text within graphics, multiple colors (characters and graphics), forms, tables, dot leaders, and half-tones (photos). Typical types of documents received for processing include, but are not limited to, technical and training manuals, maintenance manuals, engineering drawings, administrative manuals and directives and regulations and various records, logs, forms, and reports.
- b. **Microfilm.** The Service Provider shall be responsible for processing 35MM and 105MM microfilm. Typical types of documents processed are 35MM aperture cards containing engineering, construction and related "hollerith" data and legacy records on 105MM microfiche.
- c. **Digital.** The Service Provider shall be responsible for processing digital files in a variety of formats. Typical types of digital files received include, but are not limited to, standard word-processing, publishing, spreadsheet, database, PostScript, mainframe, and raster files. Digital files are received from customers as source documents for tagging or further conversion.
- d. **Analog.** The Service Provider shall be responsible for processing analog files. Typical types of analog files received include, but are not limited to, audio and video data supporting formats such as AVI, MOV, MPEG, and WAV. Output from analog source files shall include, but are not limited, to VHS and CD-R.

5.3.2.3 Document Preparation. The Service Provider shall be responsible for pre-conversion document preparation. Typical types of document preparation shall include but are not limited to unfolding and flattening documents, removing documents from bindings, staple or paper clip removal, preparing duplicate originals or repairing originals as required to ensure quality level specified for required output. Document preparation is typically extensive, as legacy hardcopy source materials are often torn, ripped, crumbled and marked upon. Documents may have been stored in facilities, warehouses, or locations where temperature or environmental conditions are not controlled.

5.3.2.4 Scanning. The Service Provider shall be responsible for scanning hardcopy and microfilm documents. Scanning resolution shall be a minimum of 300 dots per inch (dpi) for standard size documents and foldout pages (graphic and text files). Engineering drawings are typically scanned at a minimum resolution of 300 dpi unless otherwise specified. Microfilm is typically scanned at 300 dpi for non-engineering related data. Images shall be enhanced so that soiled; deteriorated and inferior quality images are "cleaned up" to the maximum possible extent. Raster images shall be formatted in accordance with MIL-R-28002 Type I or Type II, TIFF, or C4 Compressed Image File Format. All raster images shall be compressed using CCITT Group 4 algorithms prior to transfer and storage on media.

5.3.2.5 Conversion. The Service Provider shall be responsible for converting digital files to various output formats in accordance with customer specifications. Typical types of conversion processes include, but are not limited to, Portable Document Format, OCR/ICR, SGML/HTML/XML, Vector, and Analog file conversion.

- a. Portable Document Format (PDF).** The Service Provider shall be responsible for converting documents to the Portable Document Format. Three types of conversion processes are required: PDF-Image Only, PDF-Image Plus Text, and PDF-Normal. The Service Provider shall ensure that converted files replicate all visual characteristics and attributes of the source document. Graphical images shall be converted to raster images and inserted into the document. Oversized images (up to 80" in length), which typically include but are not limited to foldouts, drawings and schematics, are to be inserted within the converted document. Linking of Portable Document Format documents shall be required in the majority of orders. General components linked include but are not limited to Table of Contents, List of Illustrations, List of Tables, List of Figures, and Indexes. Links required also include bookmarks (sidebar tags) and external linking across documents and to external databases (for example, drawings located in a database being linked to a maintenance and supply parts list or catalog). While the level of normal document tagging generally required is down to the subparagraph level, linking of references embedded within the text of a document to a page, document section, figure, table, appendix, illustration, or other document component may also be required. All such hypertext linking of this nature shall be automatically identified vice manually identified (manual links shall be identified by page, paragraph and document title in a separate text file). Hyperlinks may be invisible or color-specified.
- b. Optical Character Recognition (OCR)/Intelligent Character Recognition (ICR).** The Service Provider shall be responsible for converting data using OCR/ICR processes. Graphic images (other than oversized drawings) shall be retained in raster format. Typically, the required output formats shall be ASCII, extended ASCII, and standard formats used by word processing, database, and spreadsheet applications.
- c. Standard Generalized Markup Language (SGML)/Hypertext Markup Language (HTML)/Extensible Markup Language (XML).** The Service Provider shall be responsible for SGML tagging of converted data in accordance with a customer specified Document Type Definition (DTD). Level 1 DTDs are similar to the NAVSEA2 DTD and are primarily targeted at electronic browsers. Level 2 DTDs are similar to the QUEST DTD and are primarily targeted at publishing systems. Tagging to various service DTDs throughout DoD shall be required (Air Force DTDs, Navy DTDs, etc.). The Government shall provide all customer specified DTDs needed for SGML tagging of documents. Additionally, the Service Provider shall be responsible for conversion of hardcopy and digital documents to HTML/XML formats as specified by the customer.

- d. **Vector.** The Service Provider shall be responsible for Computer Aided Drawings (CAD) conversion services with output to AutoCAD, IGES or other standard CAD formats. The Service Provider shall redraw, edit and clean up vector files as required by the customer. Image clarity, information density, particular layering conventions and customer indexing requirements shall vary on each individual job.
- e. **Analog.** The Service Provider shall be responsible for conversion of analog files. Typically, the conversion of analog files entails encoding and editing the resultant digital file in accordance with the specified output format.

5.3.2.6 Performance Requirement for Document Conversion – 5.3.2 through 5.3.2.5

Requirement	Performance Standard	Reporting Method	Surveillance Method
Document Automation-Document Conversion (As Described at 5.3.2)	<p>Quality: (OCR/ICR/PDF Image + Text, PDF Normal) to ensure 98% textual accuracy and 100% accuracy is required for all numerics, symbols, and equations. The Service Provider shall be responsible for ensuring 100% compliance with customer specifications regarding SGML/HTML/XML tagging, vector and analog conversion (including required parsing).</p> <p>Timeliness: The Service Provider shall be responsible for ensuring agreed upon delivery dates are met on at least 98% of all routine work requests. At least 99% of all work requests that are mission critical and/or time and date sensitive (as specified by the customer) are completed within the customer-required timeframe.</p>	As required by paragraph 5.1.3.3	100% review of monthly reports annotating delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job records.

5.3.3 CD-R Production

The Service Provider shall be responsible for providing CD-R mastering, replication, and packaging services. CD-R production is limited to short run length, time sensitive requirements that are produced using CD-R mastering and replication technologies. The production of CD-R media normally encompasses a run length of fewer than 500 duplicates.

5.3.3.1 Data Validation. The Service Provider shall validate data received from the customer. Data validation shall encompass the use of data scanning tools to ensure that the data is free of viruses and that the integrity of the data has not been compromised. In the event of a data validation failure(s), the Service Provider shall consult with the customer to correct the data validation error(s).

5.3.3.2 Pre-Production. The Service Provider shall be responsible for providing pre-production services. Pre-production services shall encompass data loading, editing, tagging, indexing, user interface, simulation, and optimization prior to pre-mastering the CD-R image file.

5.3.3.3 Pre-Mastering. The Service Provider shall be responsible for creating a CD-R image file in accordance with customer specifications. Typical file formatting standards include but are not limited to ISO 9660, HFS, and hybrids.

5.3.3.4 Image Validation. The Service Provider shall be responsible for verifying the file format and structure of the CD-R disc image complies with the specification.

5.3.3.5 Mastering. The Service Provider shall be responsible for burning a single CD-R master from a verified CD-R disc image. The master CD-R shall adhere to the customer specified format and file structure.

5.3.3.6 Replication. The Service Provider shall be responsible for providing CD-R replication services from a CD master. The replication device must be able to support the following industry standard formats: Data Mode-1, Data Mode-2, Photo CD, Audio DAO, Audio TAO, CD Extra, Mixed, Gold TAO, Portfolio, and Video CD.

5.3.3.7 Labeling and Packaging. The Service Provider shall be responsible for providing various CD-R labeling and packaging services as specified by the customer. This shall include but not be limited to designing, creating, editing, and printing single or multiple color CD-R labels, inserts, and booklets.

- a. **Design.** The Service Provider shall design CD-R labels, inserts, inlays and booklets from source information (such as data or graphics) from a wide variety of digital or hardcopy input formats. Input formats range from "camera-ready copy" to a mixture of graphic image files, standard word-processing text files, hardcopy cut outs, handwritten notes and verbal communication.
- b. **Print.** The Service Provider shall be required to print CD-R related materials including labels, inserts, inlays, and booklets. CD-R labels shall be printed in single or multiple colors directly on the printable surface of the CD-R disk or on paper and vinyl labels that are affixed to the unwritten side of the CD-R media. CD-R jewel case inserts, inlays or booklets shall be printed in single or multiple color.
- c. **Finishing and Packaging.** Circular paper and vinyl CD-R labels shall be uniformly applied to the unwritten side of the CD-R surface. Inserts, inlays and booklets shall be trimmed and scored, collated, assembled, and inserted along with CD-R media into sleeves, jewel cases or mailers as specified by the customer. CD-R packaging may involve the bundling of multiple items.

5.3.3.8 Performance Requirement for CD-R Production/Reproduction - 5.3.3 through 5.3.3.7

Requirement	Performance Standard	Reporting Method	Surveillance Method
CD-R Production/Reproduction (As Described at 5.3.3)	<p>Quality: The Service Provider shall be responsible for ensuring proper formatting and readability on all CD-R media for 99% of work requests for CD-R Products.</p> <p>Timeliness: The Service Provider shall be responsible for ensuring agreed upon delivery dates are met on at least 98% of all routine work requests. At least 99% of all work requests that are mission critical</p>	As required by paragraph 5.1.3.3	100% review of monthly reports annotating delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job records.

	and/or time and date sensitive (as specified by the customer) are completed within the customer-required timeframe.		
--	---	--	--

5.3.4 Diskette Duplication

The Service Provider shall provide floppy diskette replication, labeling and packaging services and shall be capable of designing, creating, printing and applying labels, with single or multiple color labels as requested by the customer.

5.3.4.1 Data Validation. The Service Provider shall be responsible for providing validation of data received from the customer. Data validation shall encompass the use of data scanning tools to ensure that the data is free of viruses and that the integrity of the data has not been compromised. In the event of a data validation failure(s), the Service Provider shall consult with the customer to correct the data validation error(s).

5.3.4.2 Bundling. Should original floppy diskettes not be provided for duplication and separate individual digital files are provided, these files shall be formatted, arranged and indexed to customer specifications by the Service Provider. Bundling services performed by the Service Provider shall encompass data loading to master directory, formatting, and indexing prior to diskette duplication.

5.3.4.3 Duplication. Duplicate diskettes shall be replicated in the format and size of the original diskette provided or as specified by the individual job requirement.

5.3.4.4 Labeling and Packaging. The Service Provider shall design and create or edit diskette labels. Required diskette label source information (such as data or graphics) is typically provided in a wide variety of digital or hardcopy formats, ranging from "camera-ready" to a mixture of graphic image files, standard word-processing text files, hardcopy cut outs, handwritten notes and verbal communication. Paper and vinyl diskette labels shall be uniformly applied to the diskette. Diskettes shall be inserted into boxes or self-mailers for distribution.

5.3.4.5 Performance Requirement for Diskette Duplication - 5.3.4 through 5.3.4.4

Requirement	Performance Standard	Reporting Method	Surveillance Method
Diskette Duplication (As Described at 5.3.4)	<p>Quality: The Service Provider shall be responsible for ensuring proper formatting and readability on all Diskettes for 99% of work requests for Diskettes.</p> <p>Timeliness: The Service Provider shall be responsible for ensuring agreed upon delivery dates are met on at least 98% of all routine work requests. At least 99% of all work requests that are mission critical and/or time and date sensitive (as specified by the customer) are completed within the customer-required timeframe.</p>	As required by paragraph 5.1.3.3	100% review of monthly reports annotating delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job records.

5.4 ELECTRONIC/ELECTROSTATIC OUTPUT

- a. The Service Provider shall be responsible for providing electronic and electrostatic hardcopy from a variety of digital or hardcopy input sources. This section includes, but is not limited to, small format B&W and spot color, ADP Systems Output (SYSOUT), large format B&W, and small and large format full color hardcopy output.
- b. The Service Provider shall be responsible for finishing requirements related to small format output. Typically, many of the finishing requirements are accomplished online and include but are not limited to, stitching, adhesive tape binding, cover and tab insertion, slip-sheeting and booklet making. Additionally, offline binding shall be necessary when requirements exceed online capabilities.
- c. The Service Provider shall be responsible for a variety of large format finishing options, including set collation, folding (fanfold and fanfold/cross-fold), punching, electronic stamping, lamination and mounting, shrink wrapping, and rolling.
- d. Spot Color, SYSOUT (non LES), and small format B&W production volumes are provided as estimated percentages of the total volume within Electronic/Electrostatic Output as shown in the workload volumes in Technical Exhibit-06 for each site, as available.
- e. The Service Provider shall provide for variable reduction and enlargement capabilities ranging from 10% - 200% for small format and 25%-400% for large format.

5.4.1 Substrate Requirements

The Service Provider shall utilize recycled papers containing at least 30% post consumer waste in accordance with Executive Order 13101. Technical Exhibit-22 contains the Material Consumption report for FY99. The Service Provider shall use standard pre-drilled paper when it is less costly than punching.

5.4.1.1 Small Format (Up To 11 x 17)

- a. The most common substrates used for small format B&W and spot color are white and color paper stocks ranging from 16 lb. bond to 110 lb. index, including parchment, single and multiple part carbonless papers, matte coated text, cover stocks and 9" die cut tabs. In many cases, the Service Provider shall be required to integrate pre-printed paper stocks into documents.
- b. The most common substrates for small format full color copier related output requirements typically include but are not limited to 24# laser print, 28# laser print, 90# index, 90# matte coated text and cover and 90# gloss finish litho coated text and cover.

5.4.1.2 Large Format

- a. The Service Provider shall be responsible for producing large format B&W output on a variety of substrates. Typical substrates include but are not limited to 16-30# standard and recycled white, colored, and fluorescent bond, 16-20# standard and erasable vellum, transparent/tracing paper, polyester film and mylar (up to 5 mil), and banner vinyl.
- b. The Service Provider shall be responsible for producing large format color output on a variety of substrates, which typically include, but are not limited to, the following; presentation paper, display paper, outdoor paper, reinforced paper, matte film, backlit film, pressure sensitive vinyl, banner vinyl, polyester cloth, polyester canvas, mylar (thickness of .003 – .005 mil.), uncoated text, uncoated index, matte coated text, matte coated cover, litho coated text, and litho coated cover.

5.4.1.3 Leave and Earnings Statements (LES). The Service Provider shall be responsible for producing Leave and Earnings Statements (LES) on substrate shown in Technical Exhibit-18.

5.4.2 Small Format Black & White, Spot Color Related Output

The Service Provider shall be responsible for producing small format B&W and spot color output. Small format is defined as output not exceeding a finished size of 11"x 17". Typical types of applications include, but are not limited to:

- Technical and training manuals
 - Operational plans
 - Maintenance plans
 - Course exams
 - Contract specifications
 - Legal materials
 - Booklets and brochures
 - Event programs
 - Newsletters
 - Reports
 - Presentations
- a. The average run length for small format B&W and spot color output is 43 copies (excluding SYSOUT and LES related work). Based upon a recent survey of DAPS sites, currently an estimated 9.9% of this small format B&W work is received online and 9.2% is received via portable media (CD, floppy, zip drive, etc.). With respect to small format B&W output, 49% of the jobs are stitched online, 7.6% are folded online, 8.9% are adhesive bound online, 10.5% have tabs inserted online and 6.7% are finished using an online booklet maker. On spot color work, currently 1.7% of this output is received online and 8.3% is received via portable media (CD, floppy, zip drive, etc.) and 8.2% of these jobs are stitched online, 6.3% are folded online and 3.7% are finished using an online booklet maker.

5.4.2.1 Integration of Documents for Paper Output. The Service Provider shall be responsible for integrating multiple source documents for output. Typically, documents received are a mixture of hardcopy, application, and print files containing text, photographs, images, and tables.

5.4.2.2 Performance Requirement for Small Format Black & White, Spot Color Related Output – 5.4.2 through 5.4.2.1

Requirement	Performance Standard	Reporting Method	Surveillance Method
Small Format B&W and Spot Color Output (As Described at 5.4.2)	Quality: The Service Provider shall be responsible for ensuring that duplicate copies provided are clean and legible and at a minimum resolution of 600X600 dpi. Duplicate copies	As required by paragraph 5.1.3.3	100% review of monthly reports annotating delivery date compliance as well as random

Requirement	Performance Standard	Reporting Method	Surveillance Method
	<p>produced from paper originals must meet or exceed the quality level of the original. This performance standard must be met by 98 % of work requests that are received. If received digitally, the printed copies must maintain document integrity.</p> <p>Timeliness: The Service Provider shall be responsible for ensuring at least 98% of all routine work requests are completed within the customer requested timeframe. At least 99% of all work requests that are mission critical and/or time and date sensitive (as specified by the customer) are completed within the customer-required timeframe (i.e., automated work requests, daily reports, ceremonial printing, test administration materials, materials including a specific time and date.)</p>		<p>sampling on a monthly basis of all customer annotated receipt dates on job records.</p>

5.4.3 ADP SYSOUT

- a. The Service Provider shall be responsible for producing hardcopy output from data streams that are derived from various mainframe, mini, and mid-tier computer systems. Typical systems supported are IBM, Unisys, Burroughs, Tandem, Amdahl and Wang. The Service Provider typically must support EBCDIC, ASCII, BCD, H6BCD, Metacode, LCDS, Postscript and PCL data. Data streams are transmitted for printing online via channel extenders, Barr, SPIN-X, or other system interfaces. Additionally, data may be delivered on 9-track tape, CD-ROM, or other media. The Service Provider shall be responsible for interfacing with data processing facilities.
- b. Typically, data streams are transmitted or retrieved from the data processing activity between 1530 hours and 0600 hours. Based upon a recent survey of DAPS sites, an estimated 10% of the jobs are delivered based upon customer delivery requirements between 1530 hours and 2400 hours, 39% are delivered between 2400 hours and 0700 hours, and 63% between 0700 hours and 1530 hours (with the majority of these jobs required to be delivered between 0700 hours and 0900 hours).
- c. Typically, applications include, but are not limited to, a wide variety of daily, weekly, monthly, quarterly, semi-annual, and annual financial, accounting, and payroll reports; W-2 statements, CSRS/FERS retirement records, inventory and parts listings; technical order related documents, contracting related data; and maintenance, repair, and overhaul work packages. The majority of the data is subject to the Privacy Act 1974.
- d. The average run length for SYSOUT is less than ten copies.

5.4.3.1 SYSOUT Programming. The Service Provider shall be responsible for supporting all existing customer data streams, which use Dynamic Job Description Entries (DJDE). Many data streams contain embedded DJDE that automatically control the output process. Job Source Language (JSL) and Forms Source Language (FSL) are used in conjunction with data

streams containing DJDE data. Additionally, the Service Provider shall be responsible for programming or supporting customer applications, images, fonts, and command files.

5.4.3.2 Performance Requirement for ADP Systems Output (SYSOUT) – 5.4.3 through 5.4.3.1

Requirement	Performance Standard	Reporting Method	Surveillance Method
ADP Systems Output (As Described at 5.4.3)	<p>Quality: The Service Provider shall be responsible for printing copies that maintain integrity with the data streams received on 98% of work requests that are received.</p> <p>Timeliness: The Service Provider shall be responsible for ensuring at least 98% of all routine work requests are completed within customer specified timeframes. At least 99% of all work requests that are mission critical and/or time and date sensitive (as specified by the customer) are completed within the customer-required timeframe (i.e., automated work requests, daily reports, materials including a specific time and date.)</p>	As required by paragraph 5.1.3.3	100% monthly review of logs and monthly reports to include delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job records.

5.4.4 Leave And Earnings Statement (LES) Production

5.4.4.1 The Service Provider shall be responsible for producing and distributing DoD (DFAS) Civilian, GSA Civilian Leave and Earnings Statements (LES), Active Duty Military, Military Reserve and National Guard (LES or NPA).

- a. Specific information on current production sites, timeframes, unique customer requirements, and data streams/databases is provided in Technical Exhibit-18. Workload projections are contained in this Technical Exhibit and also Technical Exhibit-06.
- b. The Service Provider shall label and control Privacy Act products in accordance with existing standards identified by the Privacy Act of 1974 as amended, and in DoD FMR Volume 8, Civilian Pay Policy and Procedures, dated January 1995.
- c. The Service Provider shall assume financial responsibility for regeneration and distribution of LES/NPA of unacceptable quality or non-receipt due to documented Service Provider error or equipment problems.
- d. Samples of finished LESs are available in the DAPS Commercial Activities Technical Library located on the DRMS website.
- e. **Printing and Distribution.** The Service Provider shall be responsible for providing LES/NPA production and distribution services in accordance with all requirements of Technical Exhibit-18 and Attachment 8. Different LES/NPA requirements call for different production and distribution requirements, i.e., different substrates, fold to self-mailers, inserted into envelopes, and either delivered directly to a postal center or routed to a distribution center for delivery. Any deviation from the stated specific customer

requirements must be approved by the serviced agency or military branch via the KO or designee.

- f. **Source Data and Connectivity.** The Government shall be responsible for providing LES/NPA data streams and network connectivity to production facilities.
- g. **Process Enhancements.** The Service Provider may recommend changes to the KO or designee in writing any time opportunities are identified to enhance the use of existing hardware capacity, and/or implement new technology to improve operations while still meeting customer requirements.

5.4.4.2 Performance Requirement for Leave and Earnings Statement (LES) Production – 5.4.4 through 5.4.4.1

Requirement	Performance Standard	Reporting Method	Surveillance Method
Leave and Earnings Statement (LES) Production (As Described at 5.4.4)	<p>Quality: The Service Provider shall be responsible for performing quality control of LES printing to ensure readability and accuracy. LES must be folded, perforated and glued so that they cannot be torn or opened during the mailing process. This performance standard must be met by 99% for the LES requirements that are received.</p> <p>Timeliness: At least 99% of Leave and Earnings Statements must be processed and distributed so that recipients receive the statements in accordance with the requirements.</p>	Distribution Addressee Complaints	100% monthly review of host agency reports of distribution addressee complaints of no receipt or lateness of delivery.

5.4.5 Large Format Black And White Output

- a. The Service Provider shall be responsible for producing large format B&W output onto a variety of media from hard copy, microfilm, and a multitude of digital files in support of various engineering related applications. The Service Provider shall produce output up to a maximum size of 36" wide x 50' long including industry standard finished sizes ranging from A (8 ½" x 11") to E (36" x 48") size.
- b. Typical types of output include, but are not limited to:
 - Engineering & technical drawings
 - Foldouts
 - Posters
 - Signs
 - Charts
 - Maps
 - Banners
 - Event advertising

- Merchandising
 - Photographs
 - Graphics Illustrations
- c. Based upon a recent survey of DAPS sites, the average run length for large format black and white output is 66 copies, 6.2% of jobs are received online, 2.7% are received via portable media (CD, floppy, zip drive, etc.), 6% are folded online, 4% are laminated, and 1% are foam board mounted.

5.4.5.1 Performance Requirement for Large Format Black and White Output – 5.4.5

Requirement	Performance Standard	Reporting Method	Surveillance Method
Large Format B&W (As Described at 5.4.5)	<p>Quality: The Service Provider shall be responsible for ensuring that duplicate copies provided are clean and legible. Duplicate copies produced from paper originals must meet or exceed the quality level of the original. This performance standard must be met by 98% of work requests that are received. If received digitally, the printed copies must maintain document integrity.</p> <p>Timeliness: The Service Provider shall be responsible for ensuring at least 98% of all routine work requests are completed within the customer requested delivery date. At least 99% of all work requests that are mission critical and/or time and date sensitive (as specified by the customer) are completed within the customer-required timeframe (i.e., bid opening dates for construction specifications and drawings, daily reports, ceremonial printing, test administration materials, materials including a specific time and date.)</p>	As required by paragraph 5.1.3.3	100% review of monthly reports annotating delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job records.

5.4.6 Small Format Full Color

- a. The Service Provider shall be responsible for producing small format full color output onto a variety of substrates from both hard copy and digital source files. The Service Provider shall produce output up to a maximum size of 11" x 17" with full bleeds as required by the customer.
- b. Typical types of output include, but are not limited to:
- Presentations
 - Ceremonial publications and materials
 - Event programs
 - Brochures and booklets
 - Newsletters
 - Training materials
 - Maps
 - Engineering drawings
 - Legal materials
 - Reports

- Flyers
- Photographs
- Signage
- Charts
- Safety materials
- Certificates
- Business cards
- CD jewel case inserts
- Transparencies

- c. Based upon a recent survey of DAPS sites, typical run lengths range from 25-75 copies; 12% of the work is received online, 28% is received via portable media (CD, floppy, zip drives, etc.), and 6% are stitched online

5.4.6.1 Performance Requirement for Small Format Full Color - 5.4.6

Requirement	Performance Standard	Reporting Method	Surveillance Method
Small Format Full Color (As Described at 5.4.6)	<p>Quality: The Service Provider shall be responsible for ensuring that duplicate copies provided are clean and legible. Duplicate copies produced from paper originals must meet or exceed the quality level of the original. This performance standard must be met by 98% of work requests that are received. If received digitally, the printed copies must maintain document integrity.</p> <p>Timeliness: The Service Provider shall be responsible for ensuring at least 98% of all routine work requests are completed within the customer requested timeframe. At least 99% of all work requests that are mission critical and/or time and date sensitive (as specified by the customer) are completed within the customer-required timeframe (i.e., daily reports, ceremonial printing, test administration materials, materials including a specific time and date.)</p>	As required by paragraph 5.1.3.3	100% review of monthly reports annotating delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job records.

5.4.7 Large Format Full Color Output

- a. The Service Provider shall be responsible for production of large format full color output onto a wide variety of substrates from both hard copy or a multitude of digital data files as defined in Technical Exhibit-28. The Service Provider shall produce output sizes up to 60" wide and by any manageable length. Typically, the length does not exceed 72". The most common sizes range from 11 to 34.5" wide by 17 to 44" in length.

b. Typical types of output include, but are not limited to:

- Backdrops
- Back-lit graphics
- Banners
- Charts
- Floor Graphics
- Litigation graphics
- Technical drawings
- Maps
- Murals
- Photographs
- Point of purchase displays
- Posters
- Presentation graphics
- Signs

c. Based upon a recent survey of DAPS sites, the estimated average run length for large format color output is five copies. The average number of originals per work request is two.

5.4.7.1 Performance Requirement for Large Format FULL Color Output - 5.4.7

Requirement	Performance Standard	Reporting Method	Surveillance Method
Large Format Full Color (As Described at 5.4.7)	<p>Quality: The Service Provider shall be responsible for ensuring that duplicate copies provided are clean and legible. Duplicate copies produced from paper originals must meet or exceed the quality level of the original. This performance standard must be met by 98 % of work requests that are received. If received digitally, the printed copies must maintain document integrity.</p> <p>Timeliness: The Service Provider shall be responsible for ensuring at least 98% of all routine work requests are completed within the customer requested timeframe. 99% of all work requests that are mission critical and/or time and date sensitive (as specified by the customer) are completed within the customer-required timeframe (i.e., automated work requests, daily reports, ceremonial printing, test administration materials, materials including a specific time and date.)</p>	As required by paragraph 5.1.3.3	100% review of monthly reports annotating delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job records.

5.5 MICROGRAPHIC SERVICES

The Service Provider shall produce 105MM and 35MM microfilm output from computer-generated data streams and from the source document microfilming of hard copy documents. The Service Provider shall package completed microfiche in accordance with customer requirements.

5.5.1 Computer Output To Microfiche (COM)

- a. The Service Provider shall produce 48x 105MM silver original microfiche from computer-generated data received via an on-line interface to various computer systems or via various off-line media including industry standard 9-track tapes and cartridge tapes. The vast majority of this data is currently received on-line via channel extenders or a Barr system interface.
- b. COM data include but are not limited to a wide variety of daily, weekly, monthly, quarterly, semi-annual, and annual financial, accounting, and payroll reports, inventory and parts listings, technical order related documents, contracting related data, and maintenance and repair data. Turnaround time for COM products ranges from 2 to 36 working hours of receipt. However, the majority of the COM output is required to be produced, distributed and delivered to the end users by the Service Provider in 2 to 8 working hours.
- c. The Service Provider shall maintain or develop computer programs associated with the production of microfiche in accordance with customer requirements. These programming requirements typically involve identification of source input data, header creation, index creation, merging data with existing forms, and font selection.

5.5.2 Source Document Microfilm

The Service Provider shall produce 105MM silver original microfiche at either 24x or 48x (depending on the site requirement) from legacy hard copy documents, which include but are not limited to accounting, financial, and medical records, and submarine related repair, alteration, and overhaul work packages.

5.5.3 Microfiche Duplicating

The Service Provider shall produce and collate 105MM duplicate microfiche from 105MM silver originals or duplicate microfiche. 105MM microfiche duplicating-related jobs typically range from 1 to 200 copies with an average of 2 to 3 copies each.

5.5.4 Aperture Cards

The Service Provider shall produce silver master and duplicate 35MM microfilm aperture cards.

5.5.4.1 Original Master Aperture Cards. The Service Provider shall produce original silver master 35MM microfilm aperture cards. The Service Provider shall perform all filming, mounting, reproduction of data punches from slave cards, interpreting and sorting, keypunching, and data source verification processes as required.

5.5.4.2 Aperture Card Duplicating. The Service Provider shall produce vesicular heat developed diazo duplicates from silver master or duplicate 35MM microfilm aperture cards, which include all hollerith and printed data.

5.5.5 Performance Requirement For Micrographic Services - 5.5 through 5.5.4.2

Requirement	Performance Standard	Reporting Method	Surveillance Method
Micrographic Services (As Described at 5.5)	Quality: The Service Provider shall be responsible for producing computer output microfilm and aperture cards that maintain integrity with the data streams and/or hardcopy received. This performance standard must be met by 98% of work requests that are received.	As required by paragraph 5.1.3.3	100% review of monthly reports annotating delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job

Requirement	Performance Standard	Reporting Method	Surveillance Method
	Timeliness: The Service Provider shall be responsible for ensuring at least 98% of all routine COM work requests and source document microfilming is completed with customer specified timeframes. At least 99% of all work requests that are mission critical and/or time and date sensitive (as specified by the customer) are completed within the customer-required timeframe (i.e., automated work requests, daily reports, ceremonial printing, test administration materials, materials including a specific time and date.)		records.

5.6 BINDING AND FINISHING

- a. The Service Provider shall provide a wide variety of required binding and finishing options. Typical bindery and finishing functions include, but are not limited to, punching and drilling, stapling, prong fastening, screw posting, spiral binding, adhesive binding, padding, folding, collating and assembly, laminating, foam core mounting, wrapping and packing, and miscellaneous manual labor tasks.
- b. Workload for off-line bindery and finishing is shown with other service areas in Technical Exhibit-06. However, many bindery and finishing functions are currently performed on-line with existing Government-Furnished Equipment and are not reflected in that technical exhibit.

5.6.1 Standard And Spiral/GBC Punching/Drilling

The Service Provider shall be responsible for standard and spiral punching/drilling of documents per customer specifications. With respect to standard drilling, the Service Provider shall punch/drill 1 to 19 round holes in diameters ranging from ¼ inch to ¾ inch. Location of holes drilled shall vary. Holes may be punched/drilled at the top of each sheet, left side, right side, and the bottom of each document. However, standard three holes left side ¼ inch or 5/16 inch is the predominant requirement. The Service Provider shall also punch documents for spiral and comb binding

5.6.2 Spiral/Comb Binding

Documents shall be bound with various sizes and colors of comb, plastic coil, and twin wire binding elements. Technical Exhibit-22 shows typical colors and sizes of binding elements historically utilized.

5.6.3 Prong Fasteners

The Service Provider shall insert prong fasteners into documents of various sizes. Documents requiring prong fastening are typically up to four inches thick.

5.6.4 Screw Posts

The Service Provider shall insert single or multiple metal or plastic screw posts into documents of various sizes and thickness as required by the customer. The sizes of screw posts typically range from ¼ inch to three inches in length although up to six inches may be required.

5.6.5 Stitching

The Service Provider shall side stitch or saddle stitch documents of various sizes as specified by the customer.

5.6.6 Padding

The Service Provider shall pad multiple sheets or sets of various weights and sizes as specified by the customer. Typically, pads range from 25 to 500 sheets. The Service Provider shall pad fan-apart sets as required.

5.6.7 Adhesive And Perfect Binding

The Service Provider shall be responsible for the adhesive and perfect binding of documents of various sizes as specified by the customer. Adhesive binding involves the application of various color thermal tape binding materials. Perfect binding involves adhesive binding with wrap around covers. Foil imprinting on publication spines is also required at select sites.

5.6.8 Folding, Scoring, And Perforating

The Service Provider shall fold, score, and perforate documents of various weights and sizes as specified by the customer. Typical documents folded or perforated include but are not limited to engineering drawings, foldouts, brochures, pamphlets, and LES. Folding processes shall include but are not limited to single fold, z-fold, multiple fold, tri-fold, and cross-fold. Foldouts shall be folded in accordance with customer specifications and DoD standards (see Technical Exhibit-12).

5.6.9 Collation And Assembly

The Service Provider shall collate and assemble sheets or documents of various weights and sizes as specified by the customer.

5.6.10 Lamination

The Service Provider shall be responsible for providing lamination of documents. Various laminating materials are used in accordance with customer specifications.

5.6.11 Foam Core Mounting

The Service Provider shall be responsible for providing foam core mounting services as required by the customer.

5.6.12 Cutting

The Service Provider shall provide any pre- and post-production cutting or trimming of sheets or documents to meet customer requirements. Cutting and trimming processes include but are not limited to three-way trimming, four-way trimming, face trimming, and cutting of customized tabs.

5.6.13 Performance Requirement For Binding And Finishing – 5.6 through 5.6.12

Requirement	Performance Standard	Reporting Method	Surveillance Method
Binding and Finishing (As Described at 5.6)	Quality: The Service Provider shall be responsible for providing binding	As required by	100% review of monthly reports

	<p>and finishing services that are 100% compliant with customer specifications on 98% of Work requests.</p> <p>Timeliness: Standards for all other service areas include any required binding and finishing that is associated with the service. There are no separate binding and finishing timeliness standards.</p>	paragraph 5.1.3.3	annotating delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job records.
--	---	-------------------	---

5.7 SPECIALTY SERVICES

The Service Provider shall be responsible for providing specialty services from a variety of digital or hardcopy input sources. This section specifically includes metal photo production, silk-screen and target printing, and smart card/identification card production and issuance.

5.7.1 Metal Photo

- a. The Service Provider shall produce various photosensitive anodized aluminum plates from camera-ready copy furnished by the customer or generated by the Service Provider as requested by the customer. These metal photo plates vary in size from ¼ inch in width to ¼ inch in length to 20 inches in width to 24 inches in length and range from .005 inch to .063 inch in thickness. Typical metal photo products include, but are not limited to, the following:
 - Plaques
 - Signs
 - Property, Equipment, and Valve Tags
 - Labels
- b. Metal photo products are finished with either rounded or square corners and typically require adhesive backing.
- c. The Service Provider shall be responsible for providing labels, tags, and signs that are clean and legible. Additionally, the products produced by metal photo must be weather resistant and non-corrosive.
- d. Metal photo production is currently performed at Crane, Indiana and Portsmouth, New Hampshire.

5.7.1.2 Metal Photo Quality and Performance Standards – 5.7 through 5.7.1

Requirement	Performance Standard	Reporting Method	Surveillance Method
Metal Photo (As Described at 5.7.1)	<p>Quality: The Service Provider shall be responsible for providing metal photo services that are 100% compliant with customer specifications on 98% of work requests.</p> <p>If received digitally, the metal photo labels, tags, and signs must maintain document integrity on 98% of work</p>	As required by paragraph 5.1.3.3	100% review of monthly reports annotating delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job records.

Requirement	Performance Standard	Reporting Method	Surveillance Method
	<p>requests.</p> <p>Timeliness: The Service Provider shall be responsible for ensuring at least 98% of all routine work requests are completed within the customer requested delivery date. At least 99% of all work requests that are mission critical and/or time and date sensitive (as specified by the customer) are completed within the customer-required timeframe (i.e., emergency valve labels, critical safety tags, materials including a specific time and date.)</p>		

5.7.2 Silk Screening

- a. The Service Provider shall be responsible for producing single and multicolor silk screen printed materials from camera-ready copy furnished by the customer or generated by the Service Provider. Finished sizes typically range from ½" x ½" up to 31 ½" x 60". Typical types of products produced by silk screening are military markings in accordance with DoD 5330.3/AF Supplement, AFD 21-1, and AMC 21-105 to identify Government aircraft, night vision and communications-electronics equipment, environmental, safety, and security requirements. These include, but are not limited to:
 - Broad Application Markings
 - Flags, Stars/Bars
 - Unit Designations
 - Interior/Exterior Marking Kits
 - Ground Support Markings (wiring diagrams, van coverings, operation instructions)
 - Command/Wing Insignia
- b. These services are provided in support of the Air Combat Command, Air Mobility Command, Space Command, National Guard, Reserves and other services.
- c. The Service Provider shall be responsible for trimming, drilling, die cutting, packaging, and shipping finished products as required by the customer.
- d. The average run length for this silk screening output is 50 copies.
- e. Silkscreen printing is currently performed at Sacramento, California.
- f. The average required turnaround time is 14 calendar days.

5.7.2.1 Die Cutting Services. The Service Provider shall die cut material to desired size(s) with previously prepared dies or shall manufacture or acquire required new die(s). The cost for new dies will be billed under CLIN 0016. The Service Provider shall maintain a library of all dies associated with this silk screening process. Currently, the library, which will be provided to the Service Provider, contains approximately 2000 dies.

5.7.2.2 Silk Screening Quality and Performance Standards - 5.7.2 through 5.7.2.1

Requirement	Performance Standard	Reporting Method	Surveillance Method
Silk Screening (As Described at 5.7.2)	<p>Quality: The Service Provider shall be responsible for providing silk screening services that are 100% compliant with customer specifications on 98% of work requests.</p> <p>The Service Provider shall be responsible for ensuring that completed products conform to required color registration and are clean and legible on 98% of work requests.</p> <p>If received digitally, the silk screening must maintain 100% document integrity on 98% of work requests.</p> <p>Timeliness: The Service Provider shall be responsible for ensuring at least 98% of all routine work requests are completed within customer specified timeframe. At least 99% of all work requests that are mission critical and/or time and date sensitive (as specified by the customer) are completed within the customer-required timeframe (i.e., "high tempo" products and materials including a specific time and date.)</p>	As required by paragraph 5.1.3.3	100% review of monthly reports annotating delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job records.

5.7.3 Smart Cards and Common Access Cards

- a. The Service Provider shall produce and issue cards to the armed service members of the (DoD). Smart cards are multipurpose plastic cards that contain the service member's photograph, demographic data typically found on a conventional identification card, a magnetic strip, bar code, and a smart chip. The Service Provider shall adhere to the Smart Card Program User's and Administrator's Guides published by the Navy Smart Card Program Office and agreements listed in Technical Exhibit-26 and Attachment 8.
- b. Smart cards are utilized for identification, building and network access, records storage, and financial related purposes. Typical types of applications include, but are not limited to:
 - Security
 - Quarterdeck Control
 - Medical and Dental
 - Career Counselor
 - Library
 - Maintenance Lockout
 - Equipment/Tool Inventory
 - Weapons Issuance
 - Passes and Tags
 - Training Management

- Food Services
- Mustering
- Morale, Welfare, and Recreation (MWR)
- Qualifications/Certifications
- Readiness Processing
- Check-In/Check-Out
- Electronic Forms

5.7.3.1 Role of the Service Provider

- a. The Service Provider shall be responsible for taking digital photographs, downloading, recording, and verifying required demographic data including, name, rank, SSN, division, Unit Identification Code (UIC), gender, branch of military, pay grade, duty status, date of birth, citizenship, and card expiration date.
- b. The Service Provider shall be responsible for verifying and recording service member eligibility for specific meal entitlements, printing cards, recycling cards (purging data and cleaning used cards for re-issuance).
- c. The Service Provider shall be responsible for maintaining databases including smart card related photos, and demographic data. Additionally, the Service Provider shall maintain records and prepare required reports on various smart card program related data. These reports include, the number of cards issued, damaged, lost, stolen, on-hand inventory of blank cards and statistics on smart card production equipment reliability.
- d. As required, the Service Provider shall also provide system installation and training support to commands and activities, which are authorized to establish their own command operated smart card production operations.
- e. Upon issuance of a new smart card or authorization for a new entitlement, the Service Provider shall ensure that the service member enters his or her PIN number twice on the card reader to ensure that the card reads properly.
- f. The Service Provider shall ensure that the service member's specific meal entitlements are authorized stamped on his or her official military orders. The Service Provider is also required to contact local Military Personnel Support Detachment (PSD) offices as required to verify specific entitlements when there is a discrepancy between what specific entitlements that the service member claims he or she is entitled to and what is specifically authorized.
- g. The Service Provider shall ensure that any requirement for issuance of a new or replacement card to any service member is properly authorized on his or her orders.

5.7.3.2 Permanent Smart Card Production and Issuance Requirements

- a. The Service Provider is responsible for issuing permanent smart cards to individual service members on a walk-up, while you wait basis and for the mass issuance of permanent cards to select groups of service members as required. The Service Provider shall support temporary operations for mass issuance of cards to support the customer. Historically, temporary operations have been established to support military operational units onsite.
- b. During FY99, DAPS established four temporary smart card operations for periods of up to six months in support of customer requirements.

5.7.3.3 Temporary Smart Card Production Requirements. The Service Provider shall be responsible for various specialty smart card related services at the Naval Training Center, Great Lakes which is the Navy's single boot camp. The Service Provider is required to produce and

issue temporary smart cards (without photos) to all incoming recruits upon entering boot camp. Permanent cards are issued upon graduation from the Navy's boot camp.

5.7.3.4 Current Smart Card Production Sites

- a. Due to the stringent requirements of the military customer, the Service Provider shall be required to support on-site smart card production at the following locations:
 - Two operations at Naval Training Center Great Lakes, Illinois
 - Two operations at Naval Air Station Pensacola, Florida
 - One operation at Corry Station Pensacola, Florida
 - One operation at Naval Surface Warfare Center Dam Neck, Virginia
- b. At Great Lakes, the recruits are restricted from leaving that installation throughout boot camp.
- c. Currently, these cards are issued to active duty service members on a limited basis. DoD plans to require issuance of smart cards to all active duty service members, retired and reserve personnel, civilian employees, DoD Contractors, and military dependents over the next three years.
- d. The established operating hours of the six existing production sites and the historical and project smart card production data for each of these sites are published for general information in Technical Exhibit-14.
- e. The six sites above are currently involved with Smart Card production and issuance. Other sites performing the functions described here in terms of "mass issuance" startups for Common Access Cards are shown in Technical Exhibit-36.

5.7.3.5 Hardware, Software, and System Maintenance. At all smart card production sites, the Service Provider shall utilize standard hardware and software, which is currently provided by the Navy Smart Card Program Office. The equipment listing and maintenance cost data for each site is included in Technical Exhibit-14.

5.7.3.6 Identification Cards. At one site only (Great Lakes), Identification Cards are issued to both military and civilian personnel for the local Naval Hospital. Volume is currently two to four cards per day (mass production and issuance was previously done in FY2000). The Identification Cards have the same format as Smart Cards. The Service Provider shall issue new and replacement Identification Cards at Building 2A or as designated by the KO or designee. This production and issuance shall require that Service Provider personnel be available 24 hours each working day (Monday through Friday, except Federal Holidays) to handle walk-in requests for new cards. The Service Provider shall maintain a database of all hospital employees to whom it has issued Identification Cards. The database shall contain the full name and rank/pay grade of each person receiving an Identification Card. On a semi-annual basis (1 October and 1 March) or as requested by the Great Lakes Naval Hospital, the Service Provider shall furnish to the Hospital a listing of all employees who have been issued cards within the past 6 months. Equipment utilized for Identification Cards is included in Technical Exhibit-14.

5.7.3.7 Smart Card and Identification Card Performance Standards – 5.7.3 through 5.7.3.6

Requirement	Performance Standard	Reporting Method	Surveillance Method
Smart Cards	Quality: The Service Provider shall ensure that the	Log of smart	100% review of

Requirement	Performance Standard	Reporting Method	Surveillance Method
(As Described at 5.7.3)	<p>service member verifies the accuracy of all demographic data before being issued his or her card by the Service Provider. 99% of cards issued contain complete and accurate data for each service member.</p> <p>Timeliness: The Service Provider shall be responsible for ensuring 99% of all requests are completed as required.</p>	card and identification card activity.	monthly log and reports annotating delivery date compliance.

5.7.4 Target Printing

The Service Provider shall be required to produce a wide variety of paper targets in support of the military's training needs. This work is currently performed at Rock Island Arsenal, Illinois.

5.7.4.1 Production Specifications

- a. Targets shall be printed on a special stock of paper in accordance with the provisions of Military Specification MIL-P-10831B (AR). This unique paper is currently procured exclusively from two paper mills and is only available by special mill-runs. Although some cut sheet paper is procured, paper for target production is generally ordered in rolls due to the wide range of required output sizes and cost and space considerations. The Service Provider is currently required to produce 67 different types of paper targets in sizes ranging from 8 1/4"x 9 1/8" to 72"x73". Additionally, the Service Provider shall produce any new target printing requirements imposed by the customers. Targets are currently produced using a dry offset or aniline process on printing presses that have been specially configured for this application (flexographic roll-fed press with a maximum image size of 73" and a sheet fed press which can print targets up to 30 11/16"x 44 1/8"). The current operation maintains an inventory of 37 custom-manufactured cylinders for the flexographic press and procures special nylo-print metal plates for the sheet-fed press.
- b. Historical and projected target printing production data is provided in Technical Exhibit-21. In the past, the workload requirements have fluctuated widely depending upon the military's training needs.

5.7.4.2 Finishing and Packaging Requirements. The Service Provider shall trim printed targets to the required size and shall package the finished output per Government specifications, which vary per target. Information on the packaging of completed targets and materials to be used can be found in MIL-P-10831B (AR).

5.7.4.3 Target Printing Performance Standard– 5.7.4 through 5.7.4.2

Requirement	Performance Standard	Reporting Method	Surveillance Method
Target Printing (As Described at 5.7.4)	<p>Quality: The Service Provider shall be responsible for 100% compliance with Military Specification MIL-P-10831B (AR) on all work requests on 98% of work requests.</p> <p>Timeliness: The Service Provider shall be responsible for ensuring at least 98% of all routine work requests are completed within customer</p>	As required by paragraph 5.1.3.3	100% review of monthly reports annotating delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job records

Requirement	Performance Standard	Reporting Method	Surveillance Method
	specified timeframe. 99% of all work requests that are mission critical time (as specified by the customer) are completed within the customer-required timeframe.		records.

5.8 DISTRIBUTION SERVICES

- a. The Service Provider shall be responsible for processes associated with distribution services. Such processes include wrapping and packing, labeling, mailing and pickup and delivery services and distribution of classified materials. Typical types of distribution services include:
 - Creation and maintenance of mailing lists
 - Operation of postal meters
 - Stuffing and sealing envelopes
 - Insertion of material into shipping containers
 - Preparation and application of labels onto shipping containers
 - Addressing mailing pieces
 - Preparation of mail
 - Pickup and Delivery
- b. DoD 4525.8-M prescribes uniform procedures and responsibilities for administering DoD official mail.
- c. The Service Provider shall be responsible for processing outgoing classified and unclassified documents. The Service Provider shall be responsible for pickup and delivery to and from customer locations. The Service Provider shall be responsible for mail preparation and delivery to designated host managed mailroom facilities as required. The Service Provider shall mail documents to destinations within and outside the United States. The Service Provider shall comply with all mailing regulations. Leave and Earnings Statement mailing and distribution is addressed in Technical Exhibit-18.

5.8.1 Wrapping And Packing

The Service Provider shall be responsible for skidding, tying and banding, shrink wrapping, strapping, filling and sealing containers, inserting into padded or any type of envelopes, palletizing cartons, and banding skids of documents or materials.

5.8.2 Labeling/Addressing

The Service Provider shall accept preprinted mailing labels and shall affix those labels to various packages. The Service Provider shall check all outgoing mailing label formats to ensure that the originating office properly prepared it for distribution. The Service Provider shall be responsible for preparing labels and addressing mailing pieces in accordance with customer supplied distribution lists. Additionally, the Service Provider shall create and maintain distribution listings for the production of labels as required.

5.8.3 Mailing

- a. The Service Provider shall be responsible for providing mailing services. The Service Provider shall ensure official postage is only used in accordance with 39 USC, the Domestic Mail Manual and DOD 4525.8-M.
- b. The Service Provider shall be familiar with the use of mail classes, the type of service for each and the cost for both unclassified and classified mailings. Mail classes include, but are not limited to, Express Mail, First Class/Priority and Presorted First Class, Second Class/Controlled Circulation, Third Class, Third Class Bulk Rate, Fourth Class, and Fourth Class Book/Film Rate.
- c. The Service Provider shall consolidate mail whenever two or more pieces of the same class of mail are sent to the same location on the same workday.
- d. Based upon a recent survey of DAPS sites, six facilities currently operate postal metering systems.
- e. Based upon a recent survey of DAPS sites, the average number of pieces of mail shipped out (excluding priority shipments) is 750 per site per month and the average number of pieces of priority mail (FEDEX, Airborne, etc.) processed per site per month is 19. These figures include both administrative and production related requirements.

5.8.4 Postage Charges

The Service Provider shall have the option of utilizing Government furnished postal metering systems. The Government will reimburse the Service Provider for all non-priority USPS services, including postage cost associated with postal metering systems. For priority USPS and any non-USPS services, permission must be obtained on the customer work request or provided by KO or designee for reimbursement to be authorized.

5.8.5 Pickup And Delivery

The Service Provider shall be responsible for providing pickup and delivery service to customers upon customer request. Based upon a recent survey of DAPS sites, the average mileage radius of the current pickup/delivery area is 28 miles.

5.8.6 Performance Requirement for Pickup and Delivery – 5.8 through 5.8.5

Requirement	Performance Standard	Reporting Metric	Surveillance Method
Distribution Services-Pickup and Delivery (As Described at 5.8)	Quality: N/A Timeliness: At least 98% of routine pickup and delivery and distribution services are performed within customer specified timeframes. At least 99% of all pickup and delivery and distribution services that involve mission critical and/or time and date sensitive (as specified by the customer) are completed within the customer-required timeframe (i.e., automated work requests, daily reports, ceremonial printing, test administration materials, "high tempo" products, emergency markings, and materials produced with a specific time	Log of all pickup and delivery performed.	100% review of monthly reports annotating delivery date compliance as well as random sampling on a monthly basis of all customer annotated receipt dates on job records.

Requirement	Performance Standard	Reporting Metric	Surveillance Method
	and date requiring specific date and time pickup/delivery).		

5.9 CLASSIFIED MATERIAL

The Service Provider shall possess the required security clearance for handling classified material and shall be knowledgeable of the requirements and instructions for distribution of classified material. Technical Exhibit-07 contains information pertaining to current security clearance levels and classified workload data. The Service Provider shall utilize authorized forms for delivery and receipt of classified mailings. The Service Provider shall obtain a signature from authorized personnel for receipt of all classified material when delivered and shall maintain signed receipts for such material in accordance with regulatory requirements contained in Section C-6. When authorized personnel are unavailable to receive classified material, the Service Provider shall retain the material until the next scheduled delivery. Upon request, the Service Provider shall make available to the KO or designee all mailing records for classified mail for review. Classified documents or other material mailed shall be handled, stored, wrapped, destroyed or delivered by the Service Provider in accordance with DoD and DLA security regulations as listed in Section C-6.

5.9.1 Receipt Of Classified Material

The Service Provider shall be responsible for receipt of packages containing classified documents or digital information. All packages are subject to verification of contents prior to acceptance by the Service Provider. The Service Provider shall maintain a log to include, at a minimum, the activity from which the material was received, date of receipt, number of pages received, or if digital media, verification of content.

5.9.2 Control Of Classified Material

- a. The Service Provider shall be responsible for the proper routing and protection of classified material. A chain of custody record is required for Secret (and above) material distributed, routed, or transferred. Any discrepancies shall be resolved with the originating office prior to production.
- b. Confidential material is non-accountable (no chain of custody record is required), but requires safeguarding by the Service Provider. The Service Provider shall record the movement and transfer of Confidential material in and out of the facility.

5.9.3 Distribution Of Classified Material

The Service Provider shall not release any classified material to unauthorized personnel. The Service Provider shall be responsible for ensuring that customers provide a roster of personnel authorized to pickup and receive classified material. It is the responsibility of the customer to maintain current and accurate rosters. The roster will contain employee's name, name of employing command or activity, level of access, employee's signature and the name and signature of the authorizing contingent, i.e. commander or security officer of the command or activity. The listing shall be valid for a period of one year after issuance and must be renewed annually.

5.9.4 Destruction Of Classified Material

The Service Provider shall be responsible for providing properly identified approved waste containers at each production site that will contain waste, spoilage or overruns of classified documents returned by the customer.

5.10 INFORMATION TECHNOLOGY CONSULTING AND INTEGRATION SERVICES

Services of this type include providing information technology consulting and integration. Typically, these services involve consultation, requirements definition, proposals, and integration. These services are not to be performed until approved by the KO and will be charged to CLIN 0017.

5.10.1 Information Technology Consulting

Services include, but are not limited to, providing information technology and integration consultation to customers to determine existing need or potential deficiencies of their existing systems or business processes. It is expected that alternatives to the current business systems and processes would be examined and guidance provided regarding potential solutions, and integration support to overcome existing or potential deficiencies.

5.10.1.1 Requirements Definition. Services include, but are not limited to, assisting the customer in defining requirements identified with the customer during the consultation phase. Requirements definition includes data gathering in preparation of developing the 'scope of work' to be performed. The scope of work shall cover the following:

- Who requires the work? (Stakeholders)
- What is the requirement? (Requirement Definition)
- When does the requirement need to be met? (Timeframe)
- Where will the product and service be? (Location)
- Why is this a requirement? (Cause)
- How much will this requirement cost? (Cost)

5.10.1.2 Proposals. A proposal addressing the 'scope of work' requirements definition should be submitted. The proposal shall address potential solutions, resources required, timeframes, and cost.

5.10.1.3 Information Technology Integration. It is anticipated that integration services that are defined within the 'scope of work' that was developed in the consultation phase will be provided by the Service Provider. Integration services encompass general networking, connectivity of devices, integration of workflow products, and/or streamlining process steps through software and hardware automation technologies.

5.11 DOCUMENT MANAGEMENT

Document Management services include but are not limited to, identifying/proposing technology enhancements and other innovative document management solutions. Document Management (DM) can no longer be considered a single business application, instead it consists of a multitude of document services due to multiple vendor integration and interoperability, information sharing between government and private sector entities, user support via telephone and web, and the management of content. Current DAPS Document Management Systems are shown in Technical Exhibit-03. Typically, the document services that will be provided are

document input and processing, retrieval and display, review and approval, document output and distribution, document management system administration, and user support. These services are not to be performed until approved by the KO and will be charged to CLIN 0018.

5.11.1 Document Input and Processing

Document input and processing services include, but are not limited to, the creation, revision, saving, storage, and deletion of documents within the document management system.

5.11.2 Retrieval and Display

Retrieval and display services encompass providing access to documents and/or collections of documents and includes providing the retrieval and display tools required for locating and viewing stored documents.

5.11.3 Document Review and Approval

Document markup, annotation, approval processes, and revision control shall be used for ensuring document integrity.

5.11.4 Document Services

Document services include, but are not limited to, output, distribution and the routing of documents. Only the routing of documents may be billed using this CLIN. Document services that include hardcopy and CD-R output, and distribution are to be billed using the appropriate CLINs identified within the scope of the contract.

5.11.5 Document Management Systems Administration

Overall system administration of a document management system includes administering, configuring and monitoring file storage; administration of the user base; administering access and security rights, and system backup and recovery processes.

5.11.6 User Support

User support includes providing technical support as well as customer support to end users of a document management system.

5.11.7 Proposals

5.11.7.1 Proposals for any new or improved document management solution encompassing products and services which are outside the scope of this contract must be submitted to the KO or designee for review and consideration. Additionally the Service Provider may be requested to submit a cost proposal for various document management related initiatives and business opportunities identified by the KO or designee on behalf of the Government. Upon successful completion of the customer marketing and consulting phase of a prospective document management initiative, the Service Provider should submit to the KO or designee a detailed statement of work, and cost/benefit analysis for each proposed solution. The initiative may conceivably encompass a turnkey and completely integrated document management system or any one or more of the specific service offerings identified in paragraph 5.11.1 through 5.11.6. Information Technology Services described within paragraph 5.10 shall be billed to the applicable CLIN.

[This Page Not Used]

C-6**APPLICABLE PUBLICATIONS AND FORMS****Table of Contents**

6.1 INTRODUCTION	1
6.1.1 Interpretation	1
6.1.2 Conflict Resolution Between or Among References.....	1
6.1.3 References Calling for Delegation of Authority.....	1
6.1.4 Changes to Referenced Publications.....	1
6.2 PUBLICATIONS	2
6.3 FORMS.....	12

C-6**APPLICABLE PUBLICATIONS AND FORMS****6.1 INTRODUCTION**

Publications and Forms that apply to the PWS are listed below. These documents have been coded as mandatory (M) or advisory (A). The Service Provider shall be obligated to follow those documents coded as mandatory and shall be guided by those coded as advisory to the extent necessary to accomplish the requirements of this PWS. Electronic documents and electronic forms listed can be downloaded on the DoD Web site at <http://web7.whs.osd.mil/dodiss/links.htm>. The Government will provide one copy of directives and forms not available at the web site to the Service Provider prior to Contract start date. The Service Provider shall be responsible for monitoring the status of pertinent directives and forms, and insuring currency. Supplements or amendments to listed publications and modifications in cited forms may be issued from any organizational level during the life of the Contract.

6.1.1 Interpretation

All tasks set forth in the PWS are the responsibility of the Service Provider except where wording of the PWS explicitly makes the performance a government responsibility. It is recognized that with many tasks set forth in the PWS, reference is made to DoD and other government entities, publications, and forms. Whenever such references contain language indicative of performance by government personnel, the Service Provider is to interpret such references as if they had been written toward performance by Service Provider personnel.

6.1.2 Conflict Resolution Between or Among References

Should there be a conflict between the PWS and references set forth herein, the PWS shall have precedence. Should there be a conflict between of among two or more such references, references coded as mandatory shall have precedence over references coded as advisory. Among references similarly coded, those issued by a higher authority shall have precedence. Among references similarly coded and issued by the same level of authority, those with a later date of issue shall have precedence.

6.1.3 References Calling for Delegation of Authority

Any duty set forth in such reference which shall call for the exercise of non-delegable discretionary governmental authority shall be subject to the final approval of the government official having such authority, notwithstanding that the Service Provider may be required thereby to perform duties and render advice at a level below such final approval.

6.1.4 Changes to Referenced Publications

a. The contractor shall perform according to all such referenced directives, regulations, manuals, pamphlets, technical orders, instructions, and other guidance as they may be from time to time revised, supplemented or amended. Any increase or decrease in cost of performance occasioned by such revisions, supplements, or amendments shall form the basis for an equitable adjustment, subject to negotiation according to the provisions of this contract. The contractor shall immediately implement those revisions, supplements or amendments that will result in no change in contract price. However, prior to implementing any such revision, supplement, or amendment that will result in a change in contract price, the contractor shall submit to the Contracting Officer (KO) or designee a not-to-exceed (NTE) price proposal or a not less than (NLT) credit proposal and obtain the prior approval of the KO or designee. Said proposals shall be submitted within 30 calendar days from the date the contractor receives

notice of the revision, supplement, or amendment giving rise to the change in the cost of performance.

It is hereby agreed that failure of the contractor to submit an NTE price proposal within 30 calendar days from the date of receipt of any revision, supplement, or amendment to any referenced directive, regulation, manual, pamphlet, technical order, instruction, or other guidance shall entitle the government to performance according to such revision, supplement, or amendment at no increase in contract price.

6.2 PUBLICATIONS

PUBLICATION	TITLE	MANDATORY/ ADVISORY
	DEPARTMENT OF DEFENSE	
	LOGISTICS, NATURAL RESOURCES, AND ENVIRONMENT	
DoDI 4000.19	Interservice and Intragovernmental Support	A
DoD 4000.25-1-M	Military Standard Requisitioning and Issue Procedures (MILSTRIP)	A
DoD 4160.21-M	Defense Material Disposition Manual	A
DoD 4525.8-M	Official Mail Manual	M
	ACQUISITION, ADMINISTRATIVE MANAGEMENT, ORGANIZATIONAL CHARTERS, SECURITY, PUBLIC AFFAIRS, AND LEGISLATIVE AFFAIRS	
DoDD 5015.2	DoD Records Management Program	A
DoD 5200.1-R	Information Security Program Regulation	A
DoDD 5200.1	Information Security Program	M
DoD 5200.1-PH	DoD Guide to Marking Classified Documents	M
DoD 5200.1-PH-1	Classification Information NonDisclosure Agreement (SF312) Briefing Pamphlet	M
DoD 5200.2-R	Personnel Security Program Regulation	M
DoDD 5200.2	Personnel Security Program	M
DoD 5200.8-R	Physical Security Program Regulation	A
DoDD 5200.8	Security of DoD Installations and Resources	A

PUBLICATION	TITLE	MANDATORY/ ADVISORY
DoDD 5200.28	Security Requirements for Automated Information Systems (AIS))	M
DoD 5200.33-R	Defense Courier Service Regulation	M
DoDI 5200.40	DOD Information Technology Security Certification and Accreditation Process (DITSCAP)	M
DoDD 5205.2	Operations Security Program	M
DoDD 5210.2	Access to and Dissemination of Restricted Data	M
DoDD 5210.50	Unauthorized Disclosure of Classified Information to the Public	M
DoDD 5220.6	Industrial Personnel Security Clearance Program	M
DoDD 5220.22	DOD Industrial Security Program	A
DoD 5220.22-R	Industrial Security Regulation	A
DoD 5220.22-M	National Industrial Security Program Operating Manual	M
DoD 5220.22-M Supp 1	National Industrial Security Program Operating Manual Supplement	M
DoD 5220.22S	COMSEC Supplement To Industrial Security Manual for Safeguarding Classified Information	M
DoDD 5330.3	Defense Automated Printing Service (DAPS)	M
DoD 5500.7R	Joint Ethic Regulations (JER)	A
DoD 7950.1M	Defense Automation Resources Management Manual	M
	DEFENSE LOGISTICS AGENCY	
	LOGISTICS, ACQUISITION, AND NATURAL RESOURCES	
DLAI 4500.36	Management, Acquisition, and Use of DLA Operating Equipment	A

PUBLICATION	TITLE	MANDATORY/ ADVISORY
	ACQUISITION AND ADMINISTRATIVE MANAGEMENT, ORGANIZATIONAL CHARTERS, SECURITY, PUBLIC AND LEGISLATIVE AFFAIRS	
DLAI 5015.1	Files Maintenance and Disposition	M
DLAD 5015.1	DLA Records Management Program	M
DLAR 5200.11	DLA Personnel Security Program	M
DLAR 5200.12	DLA Information Security Program	M
DLAI 5200.13	DLA Operations Security (OPSEC) Program Instruction	A
DLAR 5200.17	Security Requirements for Automated Information Telecommunications Systems	M
DLAR 5305.2	Space Management and Reporting	A
DLAI 5330.1	Publications, Forms, Printing, Duplicating, Micropublishing, Office Copying, and Automated Information Management Programs	M
DLAD 5330.1	Publications, Forms, Printing, Duplicating, Micropublishing, Office Copying, and Automated Information Management Programs	M
DLAD 5700.5	Command Security Program	A
DLAI 5705.1	Reporting of Criminal Violations	M
DLAI 5710.1	Physical Security Program	A
	HEALTH	
DLAM 6050.1	DLA Environmental Protection Manual	A
DLAD 6055.1	Safety and Occupational Health Directive	A
	BUDGET, FINANCE, AUDITS, AND INFORMATION CONTROL	
DLAR 7500.1	Accountability and Responsibility for Government Property in the Possession of the Defense Logistics Agency	A
DLAR 7750.1	Management and Control of DLA Information Requirements	M

PUBLICATION	TITLE	MANDATORY/ ADVISORY
	AIR FORCE	
	LOGISTICS STAFF	
AFI 25-201	Support Agreements Procedures	A
	SECURITY	
AFPD 31-1	Physical Security	A
AFPD 31-4	Information Security	A
AFI 31-401	Information Security Program Management	M
AFI 31-401/AETC Sup 1	Information Security Program Management	M
AFOMS OI 31-401 V1	Information And Personnel Security Programs	M
AFOMS OI 31-401 V2	Information Security Procedures For The Test Development Flight (OMD)	M
AFI 31-501	Personnel Security Program Management	M
AFI 31-501/AETC Sup 1	Personnel Security Program Management	M
AFI 31-501/Wing Sup	USAF Personnel Security Program	M
AFI 31-601	Industrial Security Program Management	M
	CIVIL ENGINEERING	
AFPD 32-70	Environmental Quality	A
	COMMUNICATIONS AND INFORMATION	
AFI 33-111	Telephone Systems Management	A
AFI 33-112	Computer Systems Management	M
AFI 33-114	Software Management	A
AFI 33-115 V1	Network Management	A
AFI 33-116	Long-Haul Telecommunications Management	A
AFI 33-119	Electronic Mail (E-Mail) Management and Use	A

PUBLICATION	TITLE	MANDATORY/ ADVISORY
AFI 33-129	Transmission of Information VIA the Internet	M
AFI 33-322	Records Management Program	A
AFI 33-332	Air Force Privacy Act Program	M
AFI 33-360V1	Publications Management Program	A
AFI 33-360V2	Forms Management Program	A
	PERSONNEL	
AFI 36-2605	AF Military Personnel Testing System	M
	INFORMATION MANAGEMENT	
AFMAN 37-139	Records Disposition Schedule	A
	LAW	
AFI 51-303	Intellectual Property -- Patents, Patent Related Materials, Trademarks, and Copyrights	A
	SAFETY	
AFI 91-301	Air Force Occupation and Environmental Safety, Fire Protection and Health (AFOSH) Program	A
	ARMY	
	ARMY PROGRAMS	
AR 11-27	Army Energy Program	A
	INFORMATION MANAGEMENT	
AR 25-1	The Army Information Resources Management Program	A
AR 25-30	The Army Publishing and Printing Program	M
	MILITARY POLICE	
AR 190-13	The Army Physical Security Program	M
FM 19-30	Physical Security	A
AR 310-25	Dictionary of United States Army Terms	A
	SECURITY	

PUBLICATION	TITLE	MANDATORY/ ADVISORY
AR 380-150	Access to and Dissemination of Restricted Data	M
AR 380-19	Information Systems Security	M
AR 380-49	Industrial Security Program	M
AR 380-5	Department of the Army Information Security Program	A
AR 380-67	The Department of the Army Personnel Security Program	M
	SAFETY	
AR 385-10	The Army Safety Program	A
	REAL ESTATE	
AR 405-45	Real Property Inventory Management	A
AR 405-70	Utilization of Real Property	A
	NAVY	
	COMMUNICATIONS AND TELECOMMUNICATIONS	
OPNAV 2010.4	Naval Telecommunications System (NTS) Software Control And Management Policy	M
OPNAV 2060.8	Management And Business Administration Of Department Of Defense (DoD) Telephone Systems And Base Telecommunications Services Within The Department Of The Navy	A
OPNAV 2061.2	Telecommunication Services In The National Capital Region (NCR)	A
OPNAV 2070.4A	Department Of The Navy Policy On Use Of The Defense Data Network (DDN)	A
OPNAV 2201.2	Navy And Marine Corps Computer Network Incident Response	A
OPNAV 2201.3	Communications Security (COMSEC) Monitoring Of Navy And Marine Corps Telecommunications And Automated Information Systems (AIS)	A

PUBLICATION	TITLE	MANDATORY/ ADVISORY
OPNAV 2305.13A	Policy For The Department Of Navy Use Of Worldwide Automatic Voice Network (AUTOVON)	A
OPNAV 2800.2	Naval Telecommunications Systems (NTS) Operating Requirements	A
OPNAV 2800.3	Navy Data Communications Program	A
OPNAV 2800.4	Review And Revalidation Of Telecommunications Services	A
	OPERATIONS	
OPNAV 3432.1	Operations Security	M
OPNAV 3440.16C	Navy Civil Emergency Management Program	A
	ENERGY	
OPNAV 4100.5D	Energy Management	A
OPNAV 4100.7A	Secretary Of The Navy Energy Conservation Award Program	A
OPNAV 4100.8A	Defense Energy Information System (DEIS)	A
OPNAV 4100.9A	Defense Contractor Energy Shortages And Conservation	A
	ENVIRONMENTAL AND NATURAL RESOURCES	
OPNAV 5090.1B	Environmental And Natural Resources Program Manual	A
	SAFETY	
OPNAV 5100.8G	Navy Safety and Occupational Safety And Health Program	A
OPNAV 5100.12F	Issuance Of Navy Traffic Safety Program	A
OPNAV 5100.23E	Navy Occupational Safety And Health (NAVOSH) Program Manual	A
OPNAV 5100.24A	Navy System Safety Program	A
	INFORMATION MANAGEMENT	

PUBLICATION	TITLE	MANDATORY/ ADVISORY
OPNAV 5230.24	Navy And Marine Corps Policy On The Use Of Compact Disc Technology	A
OPNAV 5239.1B	Navy Information Assurance (IA) Program	A
OPNAV 5290.1A	Naval Imaging Program (NAVIMP) Policy And Responsibilities	A
	SECURITY	
OPNAV 5510.161	Withholding Of Unclassified Technical Data From Public Disclosure	A
OPNAV 5530.14C CH-1	Navy Physical Security	A
OPNAV 5530.15A	Physical Security	A
	SECNAV	
SECNAV 5210.8C	Department Of The Navy Records Management Program	A
SECNAV 5210.11D	Department Of The Navy File Maintenance Procedures And Standard Subject Identification Codes (SSIC)	A
SECNAV 5210.15A	Vital Records Program	A
SECNAV 5211.5D	Department Of The Navy Privacy Act (PA) Program	A
SECNAV 5212.5D	Navy And Marine Corps Records Disposition Manual	A
SECNAV 5213.10D	Department Of The Navy (DON) Forms Management Program	A
SECNAV 5214.2B	Department Of The Navy (DON) Information Requirements (Reports) Management Program	A
SECNAV 5239.3	Department Of The Navy Information Systems Security (INFOSEC) Program	M
SECNAV 5290.1B	Naval Imaging Program (NAVIMP)	A
SECNAV 5510.30A	Department Of Navy Personnel Security Program	A
SECNAV 5510.36	Department Of The Navy (DON) Information Security Program (ISP) Regulation	A

PUBLICATION	TITLE	MANDATORY/ ADVISORY
SECNAV 5602.6A	Official Letterhead Stationery	A
SECNAV 5603.2D	Printed Matter For Official Ceremonies	M
SECNAV 5870.4	Copyrighted Sound And Video Recordings	A
SECNAV 5870.5	Permission To Copy Materials Subject To Copyright	A
	MARINE CORPS	
P5600.31G	Marine Corps Publications and Printing Regulations	M
BASE ORDER 5600.3A (Camp Lejeune, NC)	Marine Corps Base Printing and Reproduction Regulations	M
	OTHER PUBLICATIONS	
40 CFR 302	Protection of Environment, Chapter 302, Designation, Reportable Quantities, and Notifications	A
AFOSHSTD 91-66	General Industrial Operations	A
AFSSI 5021	Vulnerability And Incident Reporting	M
DAPS Supplement 6055.1	Occupational Safety and Health Manual	M
FAR 45.5	Management of Government Property in the Possession of Contractors	M
FAR 45.6	Reporting, Redistribution, and Disposal of Contractor Inventory	M
JTR	Joint Travel Regulation	A
DISA Instruction 630-230-19	Information Systems Security Program	M
DoD Guidance	Web Site Administration Policies & Procedures	M
MIL-P-10831B (AR)	Military Specification: Paper, Target	M
NCSC-TG-011	Trusted Network Interpretation Environment Guideline	A
NAVAVNDEPOTIN ST 5603.1K	Defense Printing Services (DPS) Reprographics Facility	M

PUBLICATION	TITLE	MANDATORY/ ADVISORY
Project 622-001 SmartCard Issuance Administration Application V1.00	Administrator's Guide	M
Project 622-001 SmartCard Issuance Personalization Application V1.00	User's Guide	M

6.3 Forms.

FORM	TITLE	MANDATORY/ ADVISORY
	DEPARTMENT OF DEFENSE	
DD200	Financial Liability Investigation of Property Loss	M
DD282	Printing Requisition/Order, DoD	M
DD448	Military Interdepartmental Purchase Request (MIPR)	M
DD398	Personnel Security Questionnaire	M
DD843	Requisition For Printing And Binding Service	M
DD844	Requisition for Local Duplicating Service	M
DD1423	Contract Data Requirements List	M
DD1423-1	Contract Data Requirements List (1 Data Item)	M
DD1423-2	Contract Data Requirements List (2 Data Items)	M
DD1557	Certificate Of Clearance/Access	M
DD1662	DoD Property In The Custody Of Contractors	M
	AIR FORCE FORMS	
AF Form 12	Accountable Container Receipt	M
AF Form 55	Employee Safety and Health Record	M
AF Form 525	Records Disposition Recommendation	M
AF Form 601	Equipment Action Request	M
	ARMY FORMS	
DA Form 17	Requisition of Publications and Blank Forms	M
DA Form 17-1	Requisition of Publications and Blank Forms (continuation sheet)	M
	DLA FORMS	
DLA Form 1311	Equipment Transfer or Return	M

FORM	TITLE	MANDATORY/ ADVISORY
	NAVY FORMS	
OPNAV 4860/1	Commercial Activities (CA) FY Inventory Worksheet	M
OPNAV 5213/19	Request For New Or Revised Form	M
OPNAV 5510/23	Report Of Finding Security Violation	M
OPNAV 5510/413	Personnel Security Action Request	M
OPNAV 5510/416	Information Security Program Data	M
OPNAV 5511/5	Security Violation Report	M
OPNAV 5511/12	Classified Material Destruction Report	M
OPNAV 5511/13	Record Of Disclosure	M
OPNAV 5511/14	Security Termination Statement	M
OPNAV 5511/27	Briefing/Rebriefing/Debriefing Certificate	M
OPNAV 5511/42	Internal Secret Mail Receipt	M
OPNAV 5511/51	Security Discrepancy Notice	M
OPNAV 5511/57	Classified Material Destruction Manifest	M
OPNAV 5511/58	Internal Mail Receipt	M
OPNAV 5521	Visit Request	M
OPNAV 5560/1	Non-Government Vehicle Registration	M
	OTHER FORMS	
SF 86	Request for Security Clearance	M
SF 312	Classified Information Nondisclosure Agreement	M
SF 701	Activity Security Checklist	M
SF 368	Product Quality Deficiency Report	M
DAPS	Situation Report (SITREP) Form	M

[This Page Not Used]